



Report on Patients' Experiences
89th Medical Group - Andrews Air Force Base Malcolm Grow USAF
Adult Inpatient Survey

Patients discharged: July 1, 2001 - September 30, 2001

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Executive Summary - Adult Inpatient Survey

METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 89th Medical Group - Andrews Air Force Base Malcolm Grow USAF (MGMC) patients discharged between July 1, 2001 and September 30, 2001. This report compares the results of the survey for 89th Medical Group - Andrews Air Force Base Malcolm Grow USAF to the results of Military Health System as well as to the results from other surveys Picker has conducted.

This report is designed to identify key opportunities for improving patients' experiences. Patient responses are summarized as problem scores. Responses that indicate a negative experience are labeled as problem scores. In general, somewhat negative responses are also included as problems in these scores. For example, a patient response of "Yes – sometimes" to the question "Did you have confidence and trust in the doctors treating you?" is included as a problem. Dimension-level scores summarize responses to several questions.

SUMMARY FINDINGS:

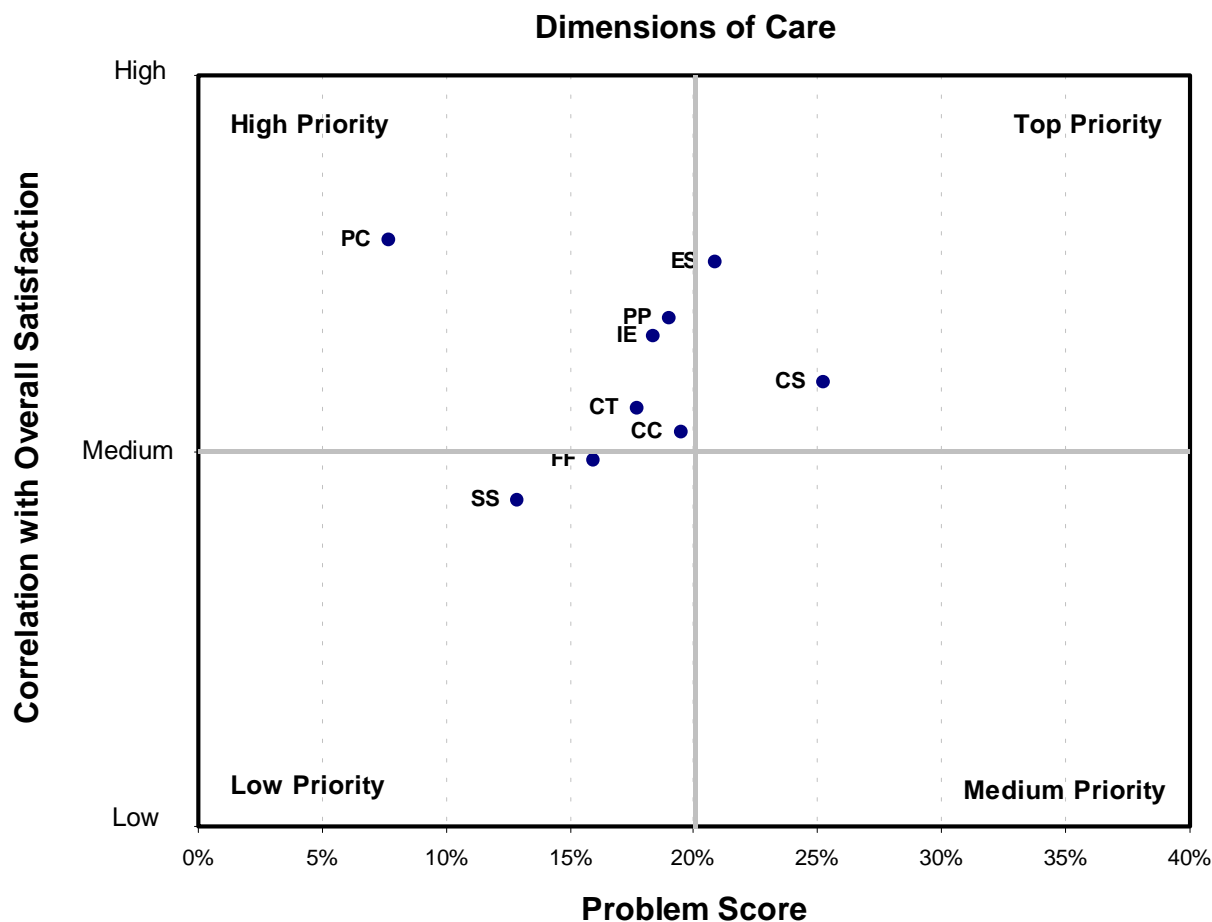
Overall Satisfaction	MHS Overall	MGMC Overall	MGMC Medicine	MGMC Surgery	MGMC Childbirth
Overall Rating (Percent Excellent)	45.5%	48.7%	53.6%	53.6%	24.2%
Would definitely recommend	59.6%	66.8%	69.1%	68.1%	57.6%

Dimensions	MHS Overall	MGMC Overall	MGMC Medicine	MGMC Surgery	MGMC Childbirth
All Dimensions Combined	20.5%	17.1% *	18.6%	13.3% *	20.5%
Respect for Patient Preferences	21.5%	19.0%	23.5%	13.0% *	18.2%
Coordination of Care	20.7%	19.4%	19.9%	14.2% *	29.1%
Information and Education	21.7%	18.3%	20.9%	14.1% *	19.7%
Physical Comfort	10.4%	7.6% *	7.0% *	8.1%	8.5%
Emotional Support	24.2%	20.9%	22.7%	16.4% *	24.7%
Involvement of Family and Friends	21.3%	15.9% *	15.8%	15.0% *	18.2%
Continuity and Transition	23.3%	17.7% *	20.5%	12.3% *	20.5%
Surgery-Specific	15.1%	12.9%		12.9%	
Childbirth-Specific	28.1%	25.3%			25.3%

* Statistically significantly different from MHS Overall Average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Executive Summary - Adult Inpatient Survey



PP = Respect for Patient Preferences
 CC = Coordination of Care
 IE = Information and Education
 PC = Physical Comfort
 ES = Emotional Support
 FF = Involvement of Family and Friends
 CT = Continuity and Transition
 SS = Surgery-Specific
 CS = Childbirth-Specific

Top Priority: score $\geq 20\%$ and corr. ≥ 0.4
 High Priority: score $< 20\%$ and corr. ≥ 0.4
 Medium Priority: score $\geq 20\%$ and corr. < 0.4
 Low Priority: score $< 20\%$ and corr. < 0.4

Patients discharged: July 1, 2001 - September 30, 2001

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Key Strengths

	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
* Physical Comfort	7.6%	199	0.625
<i>Information and Education</i>			
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	7.0%	199	0.135
<i>Physical Comfort</i>			
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	3.0%	199	0.386
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	3.5%	199	0.109
Q37/40. Overall, how much pain medicine did you get?	4.0%	199	0.323
<i>Emotional Support</i>			
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	8.5%	199	0.139
<i>Involvement of Family and Friends</i>			
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	6.0%	199	0.334
<i>Surgery-Specific</i>			
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	5.9%	68	0.307
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	5.9%	68	0.307
<i>Childbirth-Specific</i>			
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	9.1%	33	0.024

Patients discharged: July 2001 - September 2001

* Highly Correlated (corr. ≥ 0.4) with Overall Satisfaction

The Picker Institute recognizes problem scores of 10% or lower as Key Strengths.

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Key Strengths

	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
Overall Impression			
Q7/4. How would you rate the courtesy of the staff who admitted you?	2.5%	199	0.380
* Q13/10. How would you rate the courtesy of your doctors?	6.5%	199	0.511
* Q19/16. How would you rate the courtesy of your nurses?	6.0%	199	0.533
* Q20/17. How would you rate the availability of your nurses?	7.5%	199	0.456
* Q50/49. How would you rate how well the doctors and nurses worked together?	7.0%	199	0.630
Q51/50. Overall, how would you rate the care you received at the hospital?	5.5%	199	--

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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Areas for Improvement

	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
* Emotional Support	20.9%	199	0.601
* Childbirth-Specific	25.3%	33	0.474
<i>Respect for Patient Preferences</i>			
Q22/19. Did you have enough say about your treatment?	30.7%	199	0.363
<i>Coordination of Care</i>			
Q4/1. How organized was the admission process?	20.1%	199	0.320
Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	21.1%	199	0.372
Q29/26. Were your scheduled tests and procedures performed on time?	26.1%	199	0.124
<i>Information and Education</i>			
Q3/- . While you were in the emergency room, did you get enough information about your medical condition and treatment?	29.9%	97	0.383
* Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	24.1%	199	0.424
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	20.1%	199	0.399
<i>Emotional Support</i>			
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	25.1%	199	0.350
* Q17/14. Did you have confidence and trust in the nurses treating you?	26.6%	199	0.509
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	28.6%	199	0.370

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The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Areas for Improvement

	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Involvement of Family and Friends</i>			
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	24.1%	199	0.164
<i>Surgery-Specific</i>			
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	29.4%	68	0.280
<i>Childbirth-Specific</i>			
Q-/31. Did you have enough say about your pain control during labor and delivery?	36.4%	33	0.211
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	27.3%	33	0.046
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	48.5%	33	0.296
<i>Overall Impression</i>			
* Q52/51. Would you recommend this hospital to your friends and family?	29.1%	199	0.534

Patients discharged: July 2001 - September 2001

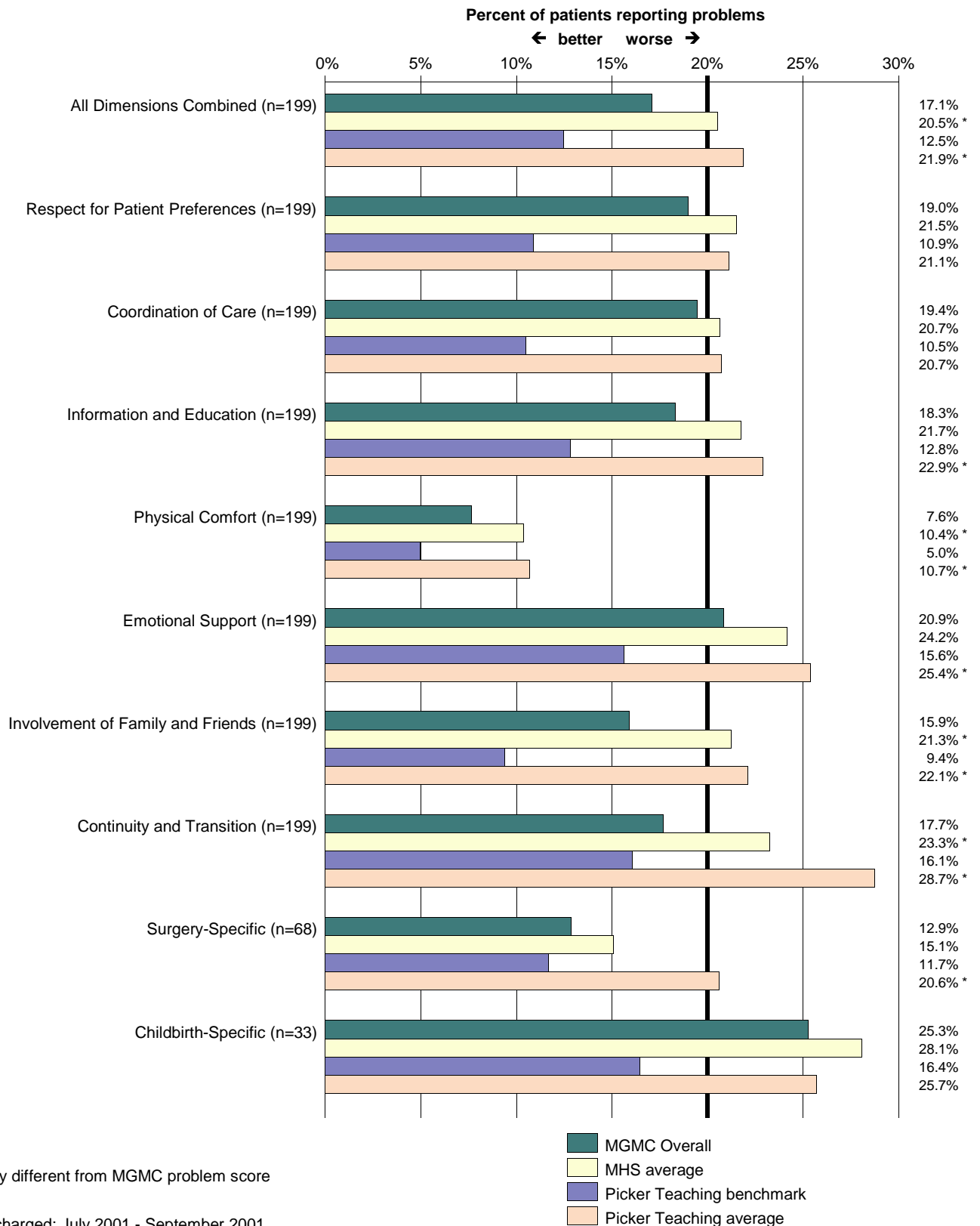
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The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

Dimensions

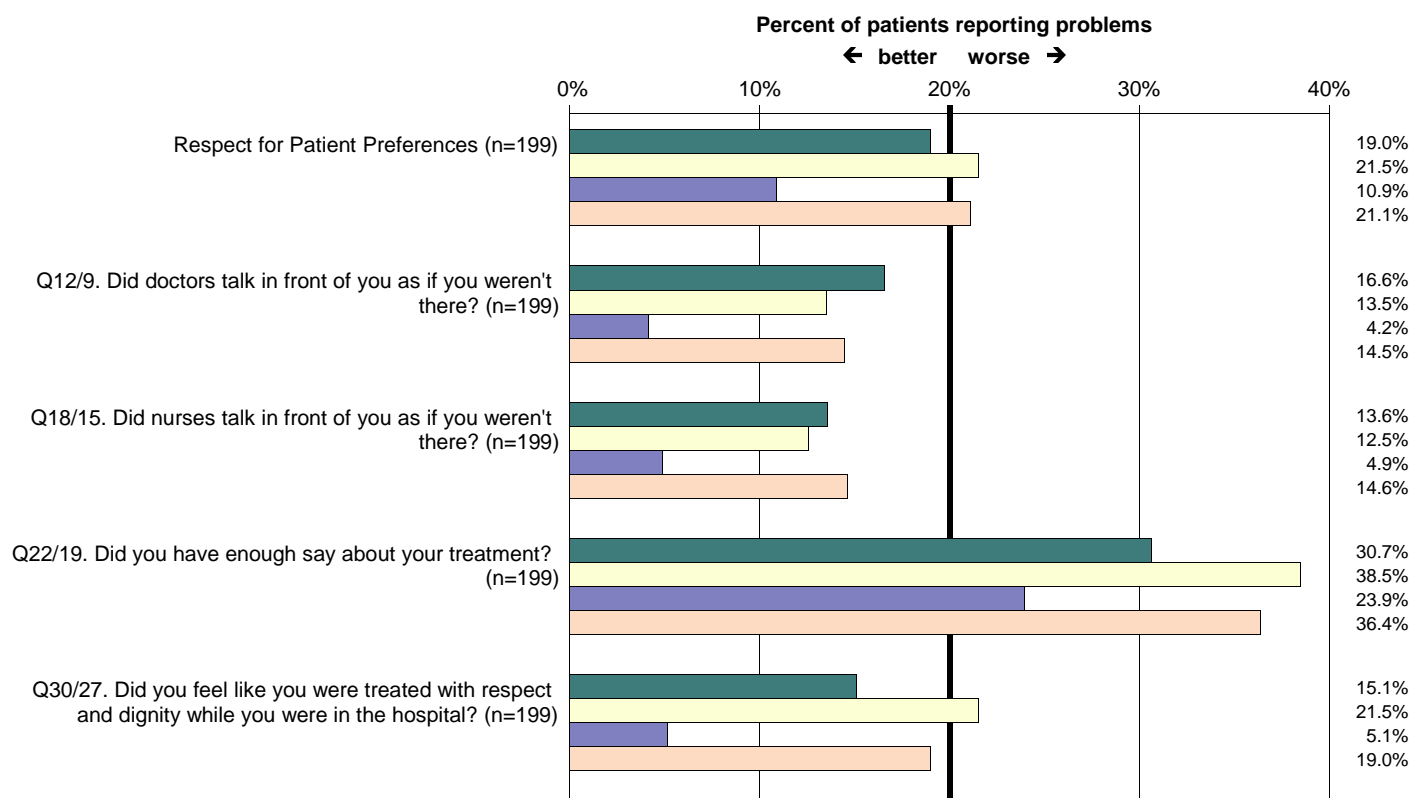


Patients discharged: July 2001 - September 2001

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

Respect for Patient Preferences



* Significantly different from MGMC problem score

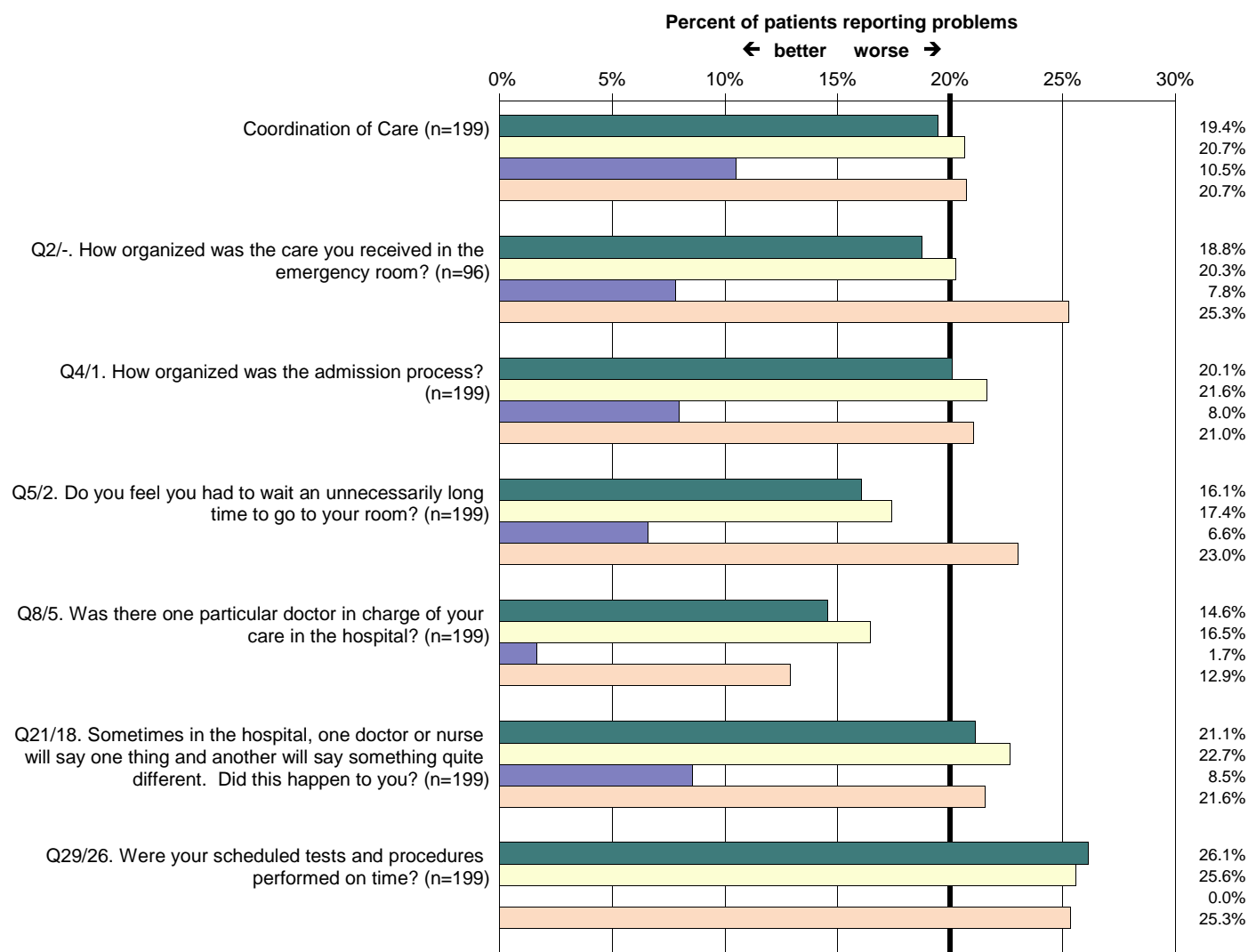
Patients discharged: July 2001 - September 2001

MGMC Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

Coordination of Care



* Significantly different from MGMC problem score

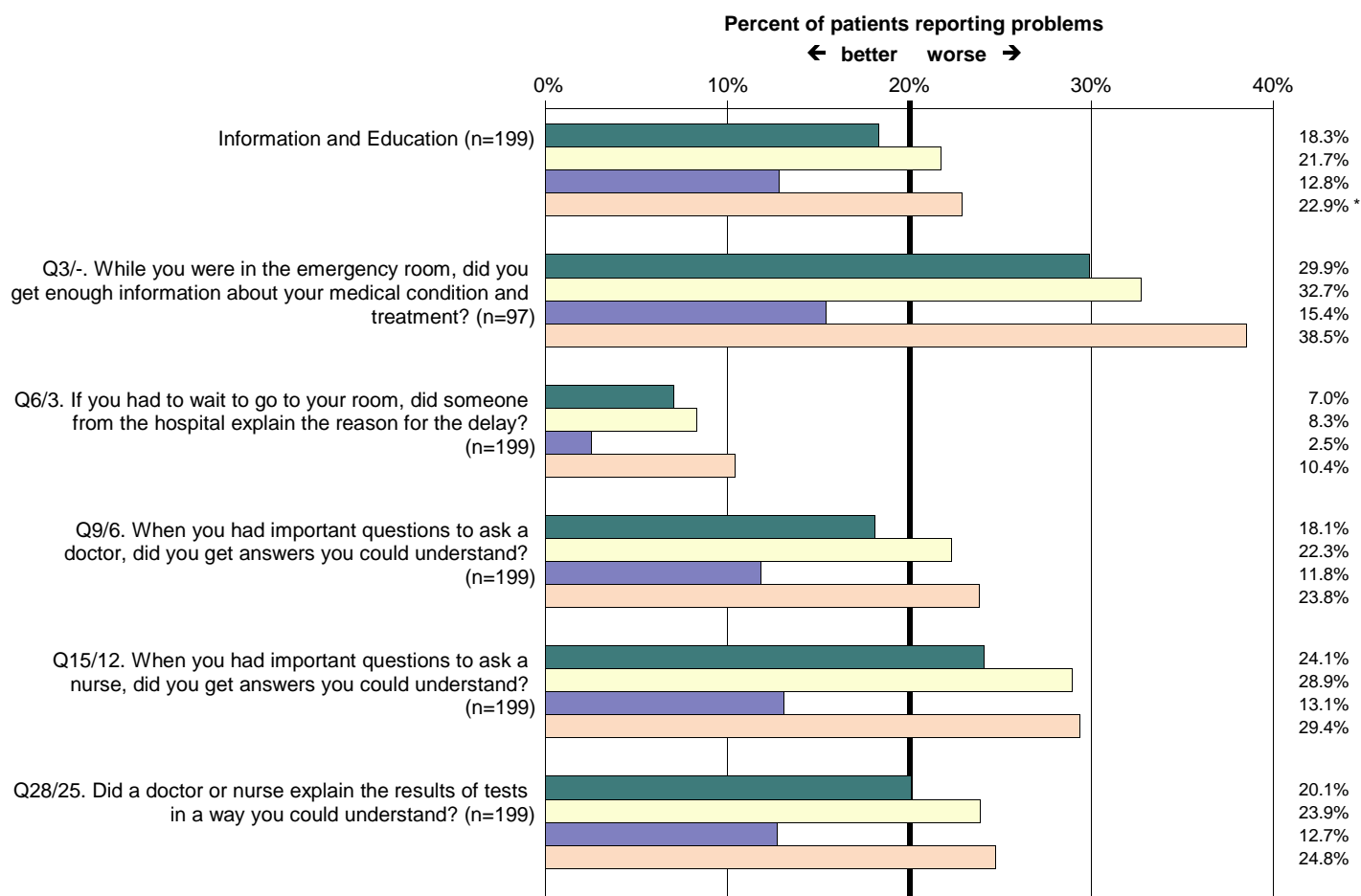
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MGMC Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

Information and Education



* Significantly different from MGMC problem score

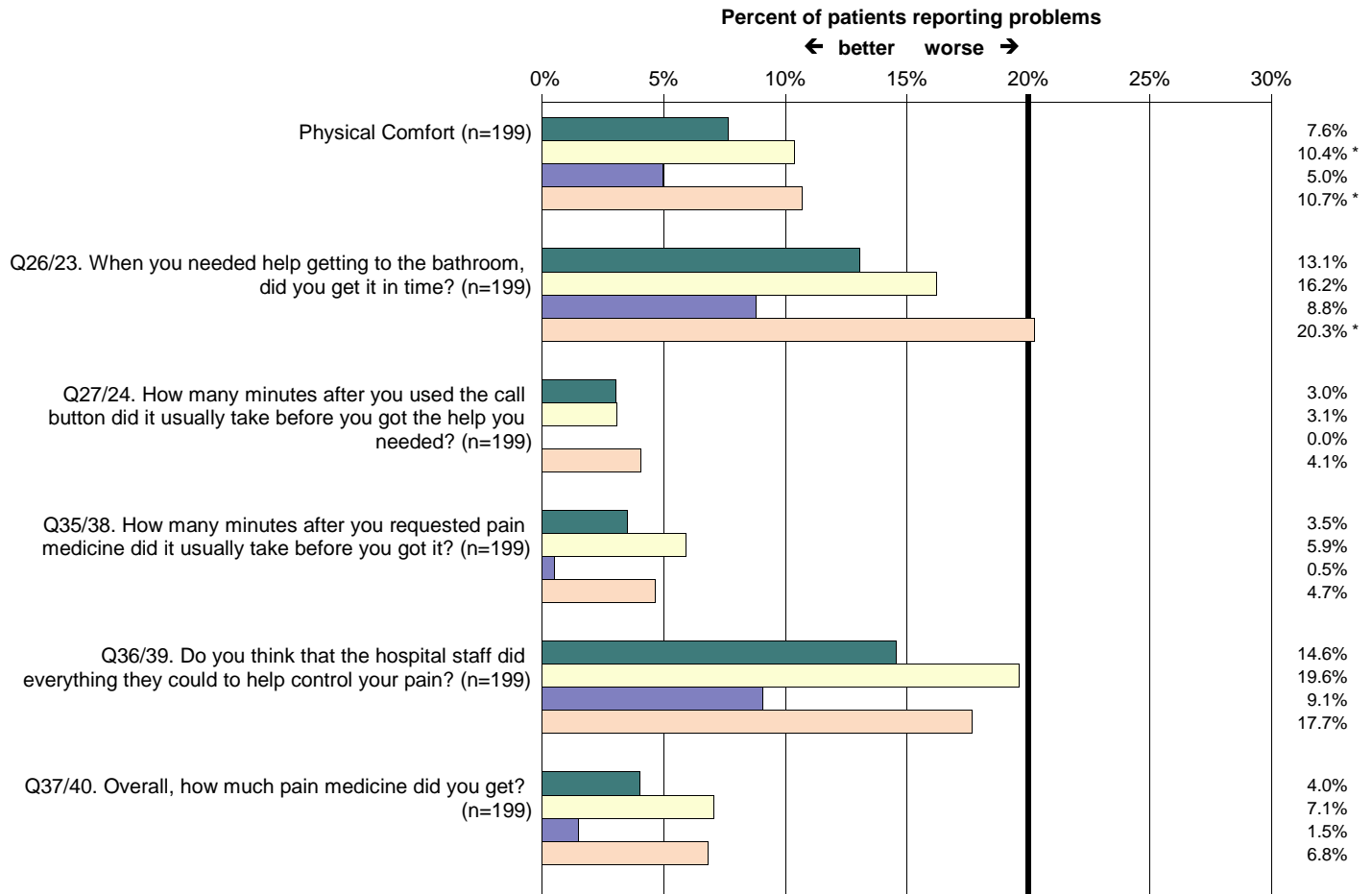
Patients discharged: July 2001 - September 2001

MGMC Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

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Adult Inpatient Survey - Overall Comparisons

Physical Comfort



* Significantly different from MGMC problem score

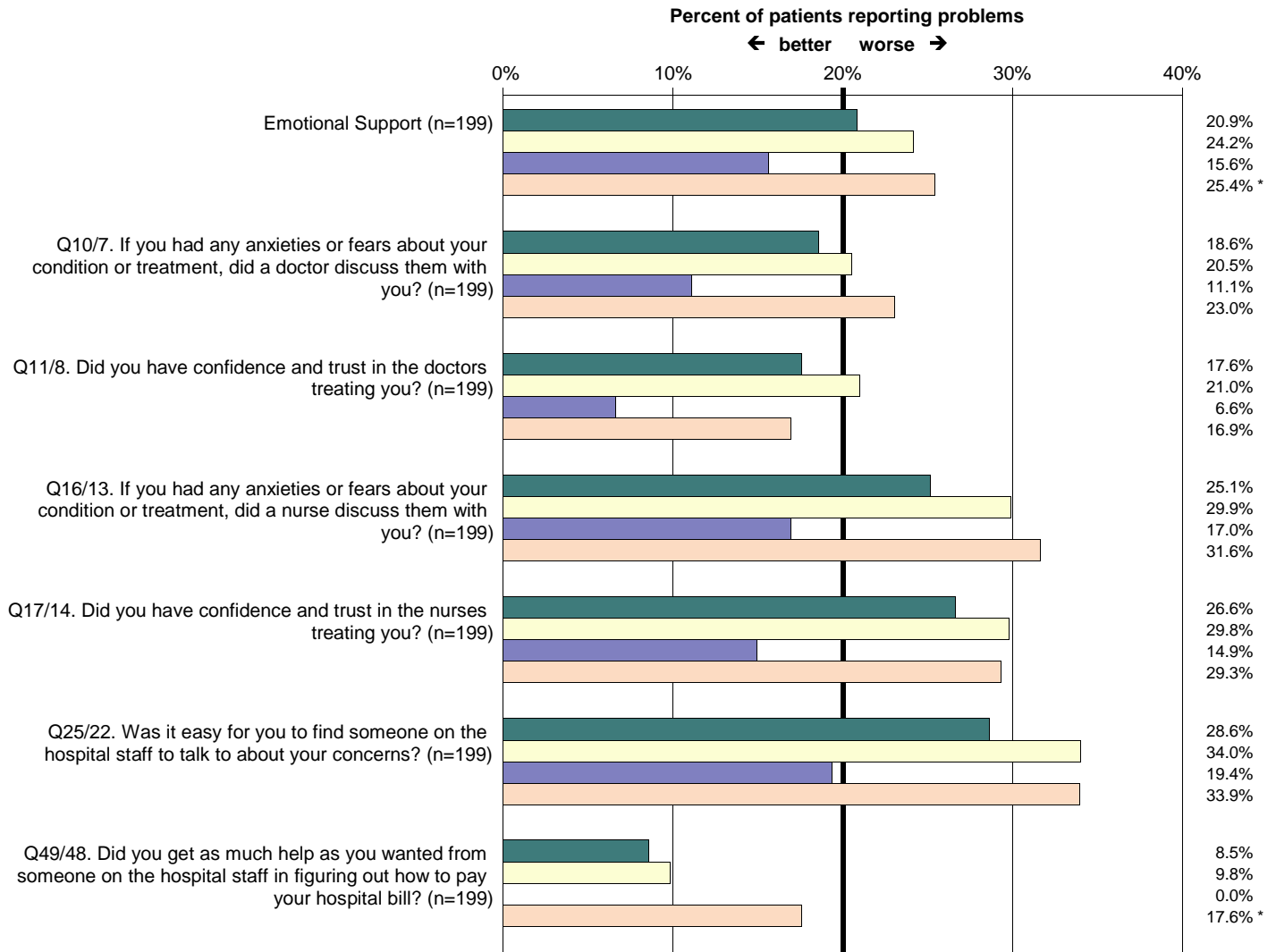
Patients discharged: July 2001 - September 2001

MGMC Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

Emotional Support



* Significantly different from MGMC problem score

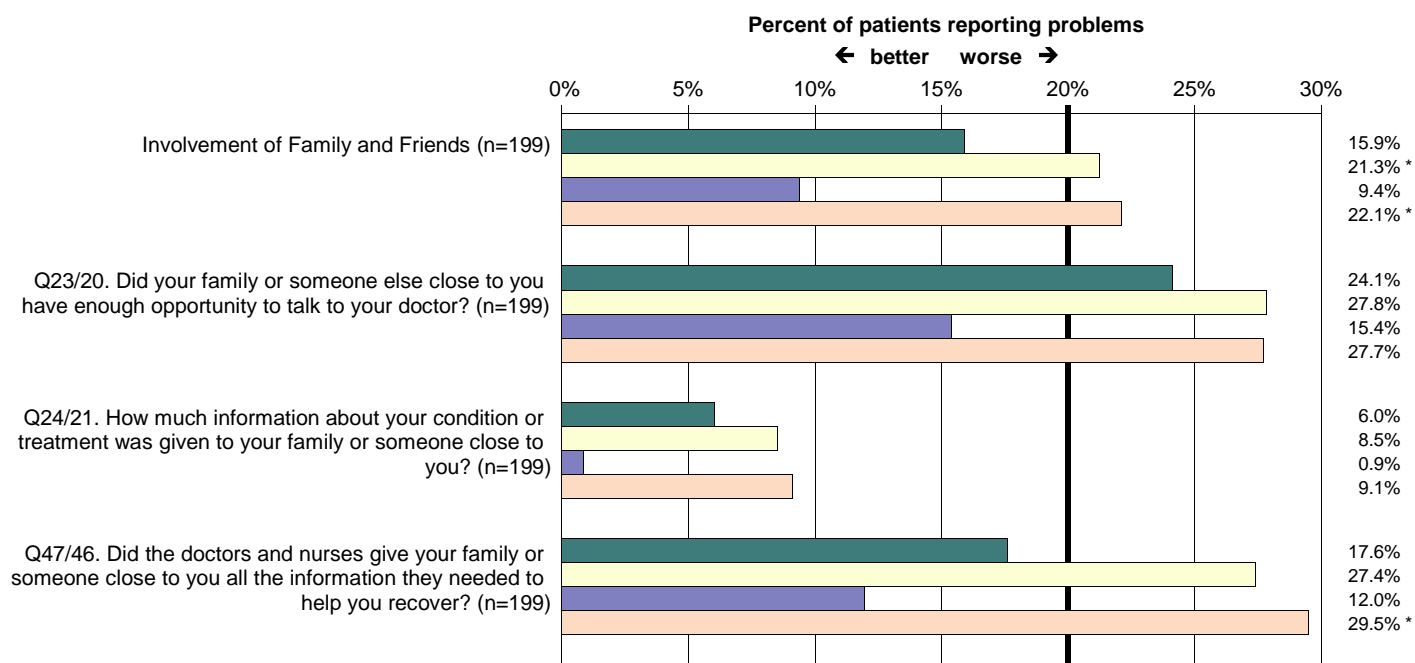
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MGMC Overall
MHS average
Picker Teaching benchmark
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

Involvement of Family and Friends



* Significantly different from MGMC problem score

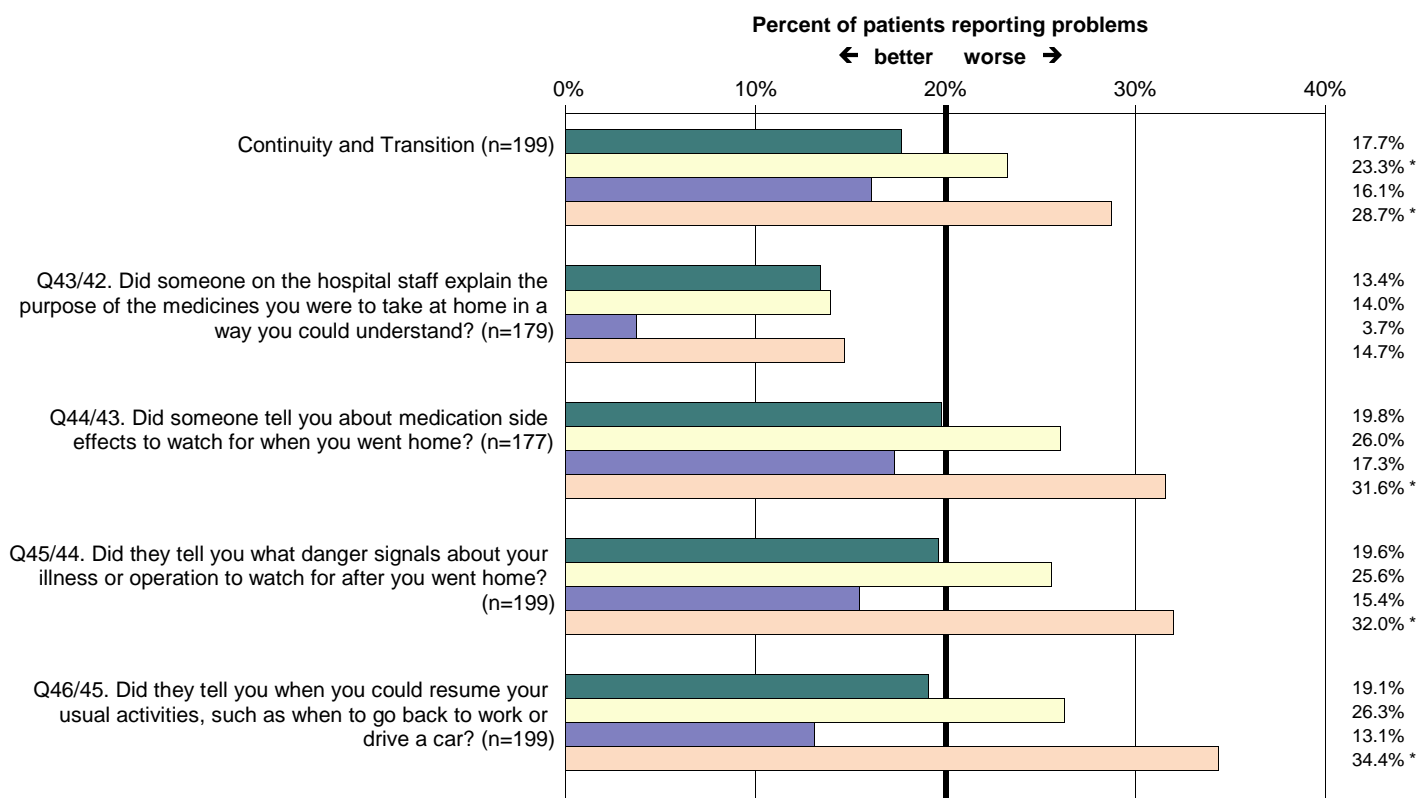
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MGMC Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

Continuity and Transition



* Significantly different from MGMC problem score

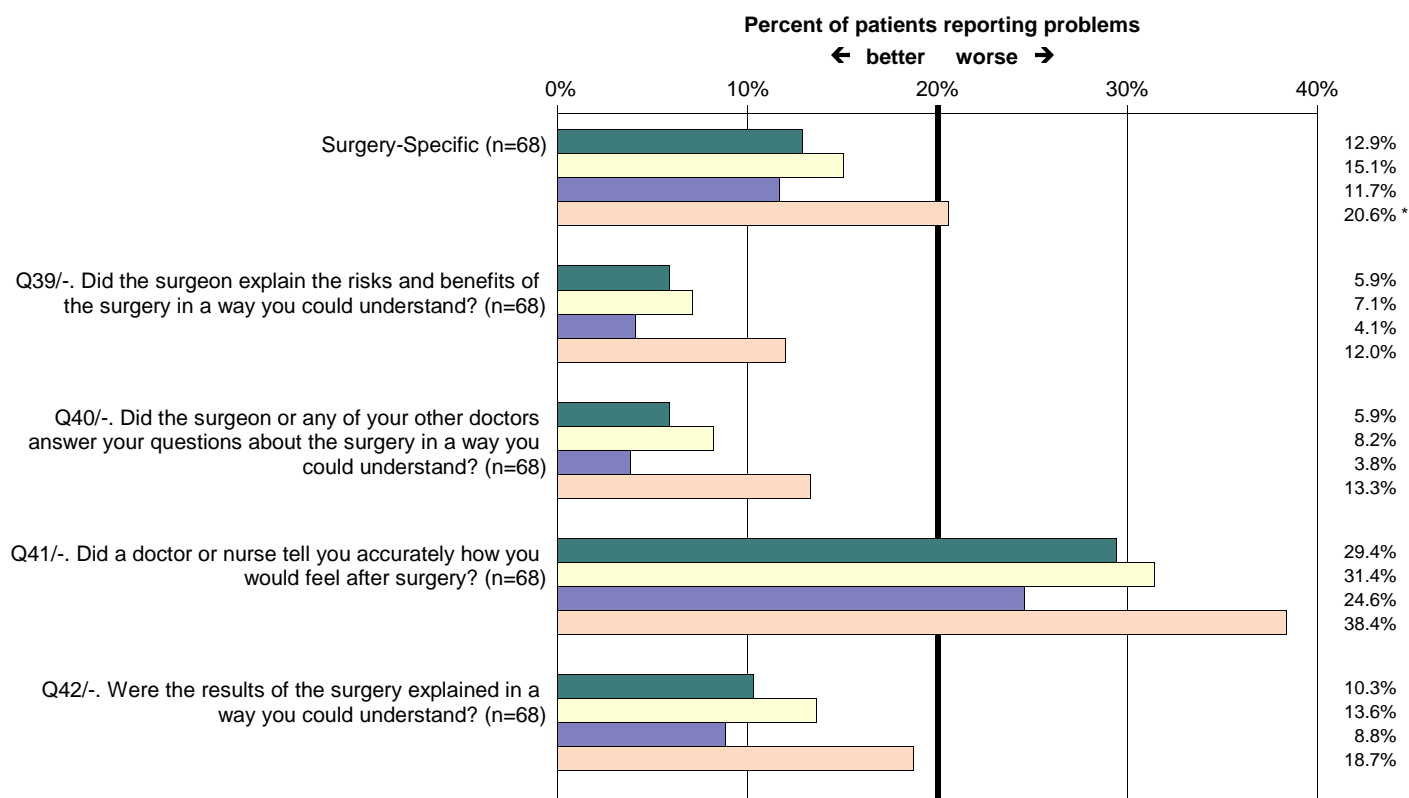
Patients discharged: July 2001 - September 2001

MGMC Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

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Adult Inpatient Survey - Overall Comparisons

Surgery-Specific



* Significantly different from MGMC problem score

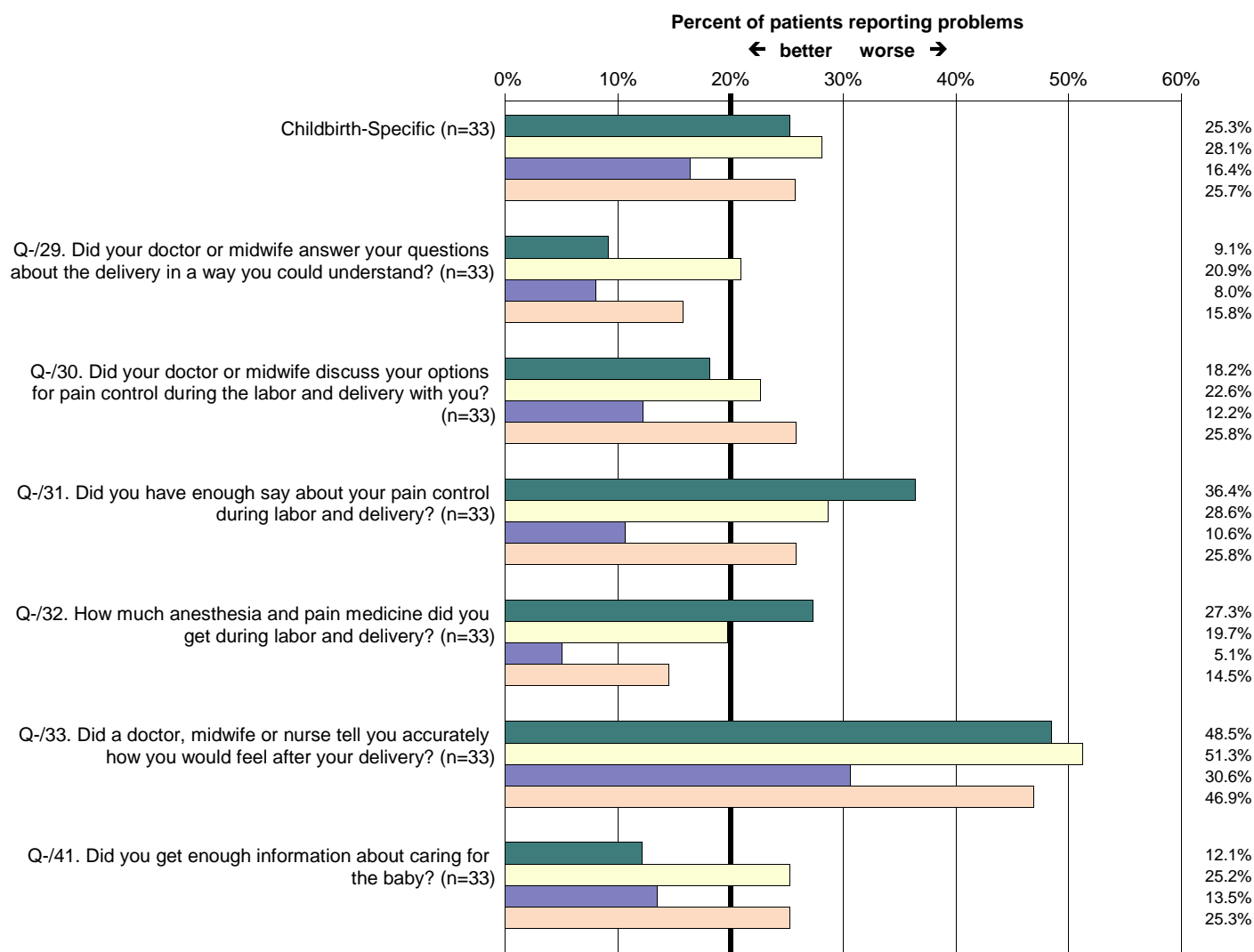
Patients discharged: July 2001 - September 2001

MGMC Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

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Adult Inpatient Survey - Overall Comparisons

Childbirth-Specific



* Significantly different from MGMC problem score

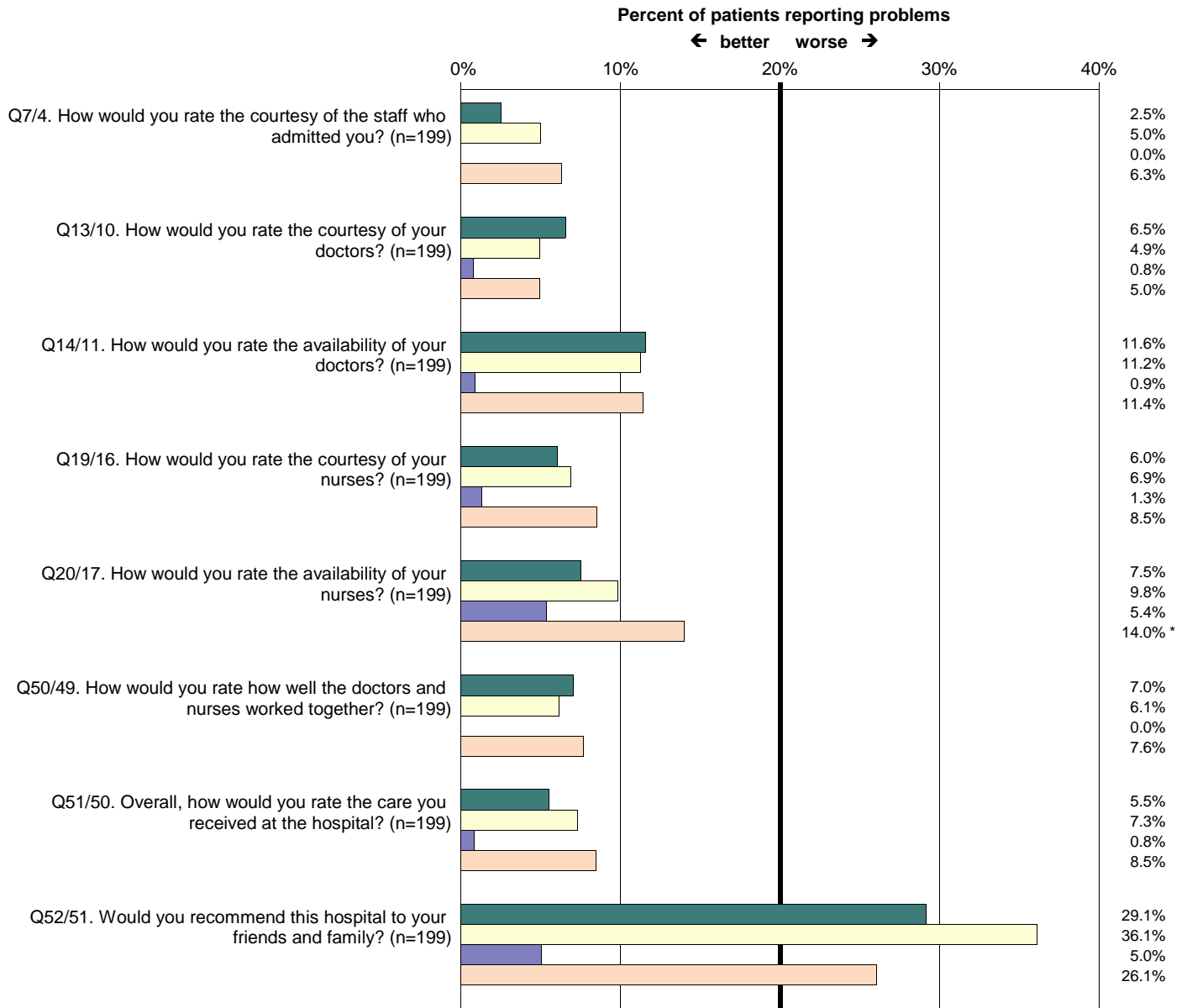
Patients discharged: July 2001 - September 2001

MGMC Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

Overall Impression



* Significantly different from MGMC problem score

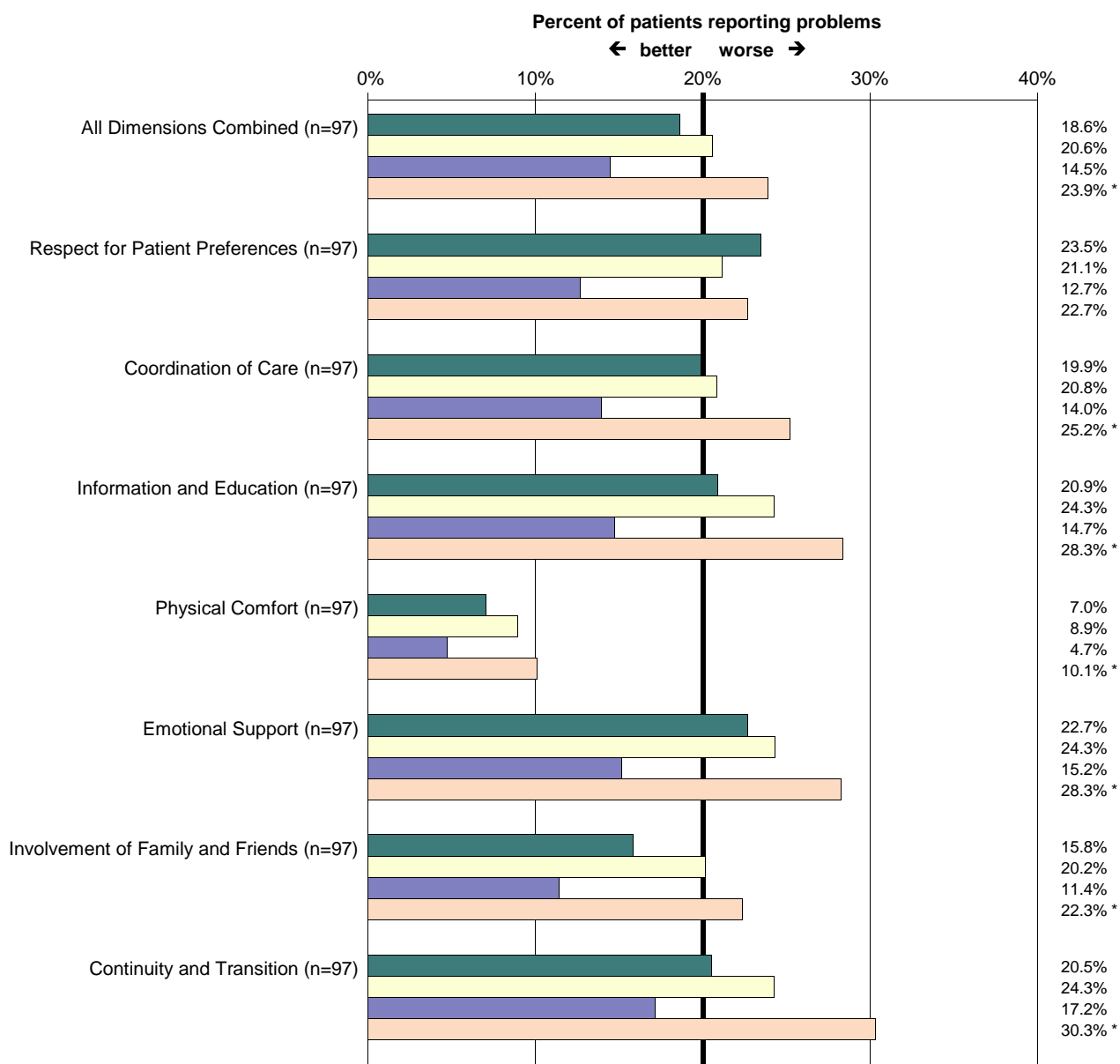
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MGMC Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF





Adult Inpatient Survey - Medicine Comparisons

Dimensions



* Significantly different from MGMC problem score

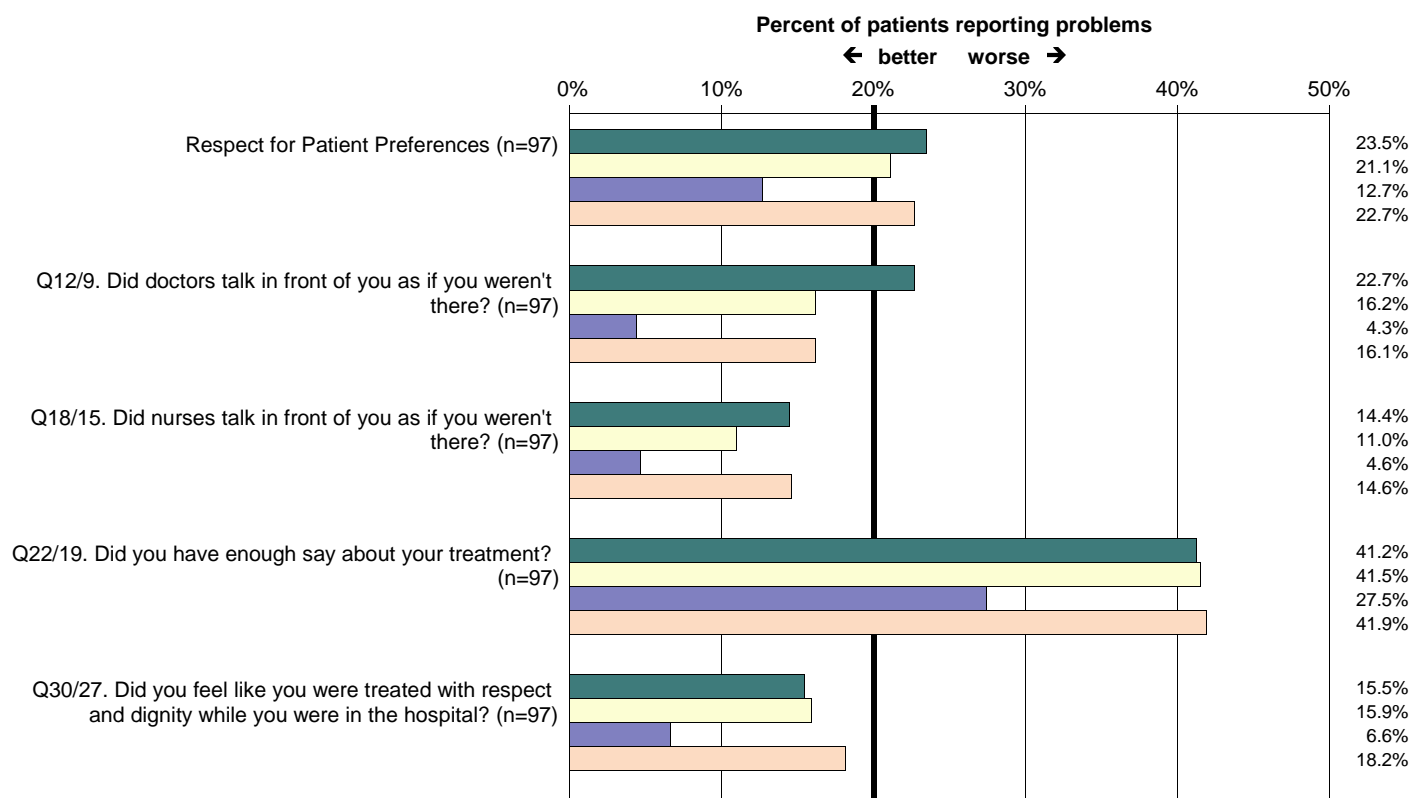
Patients discharged: July 2001 - September 2001

 MGMC Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

Respect for Patient Preferences



* Significantly different from MGMC problem score

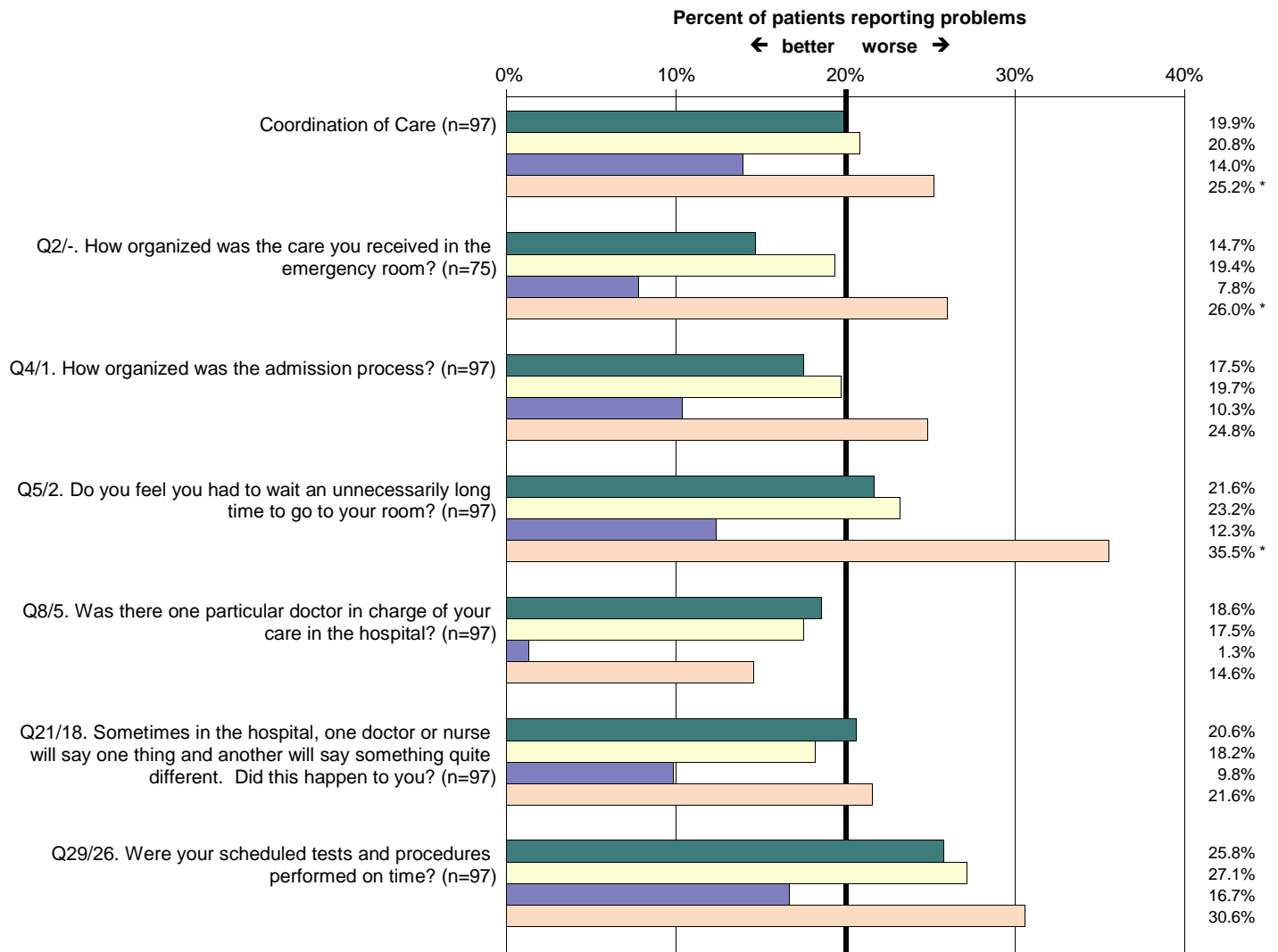
Patients discharged: July 2001 - September 2001

MGMC Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

Coordination of Care



* Significantly different from MGMC problem score

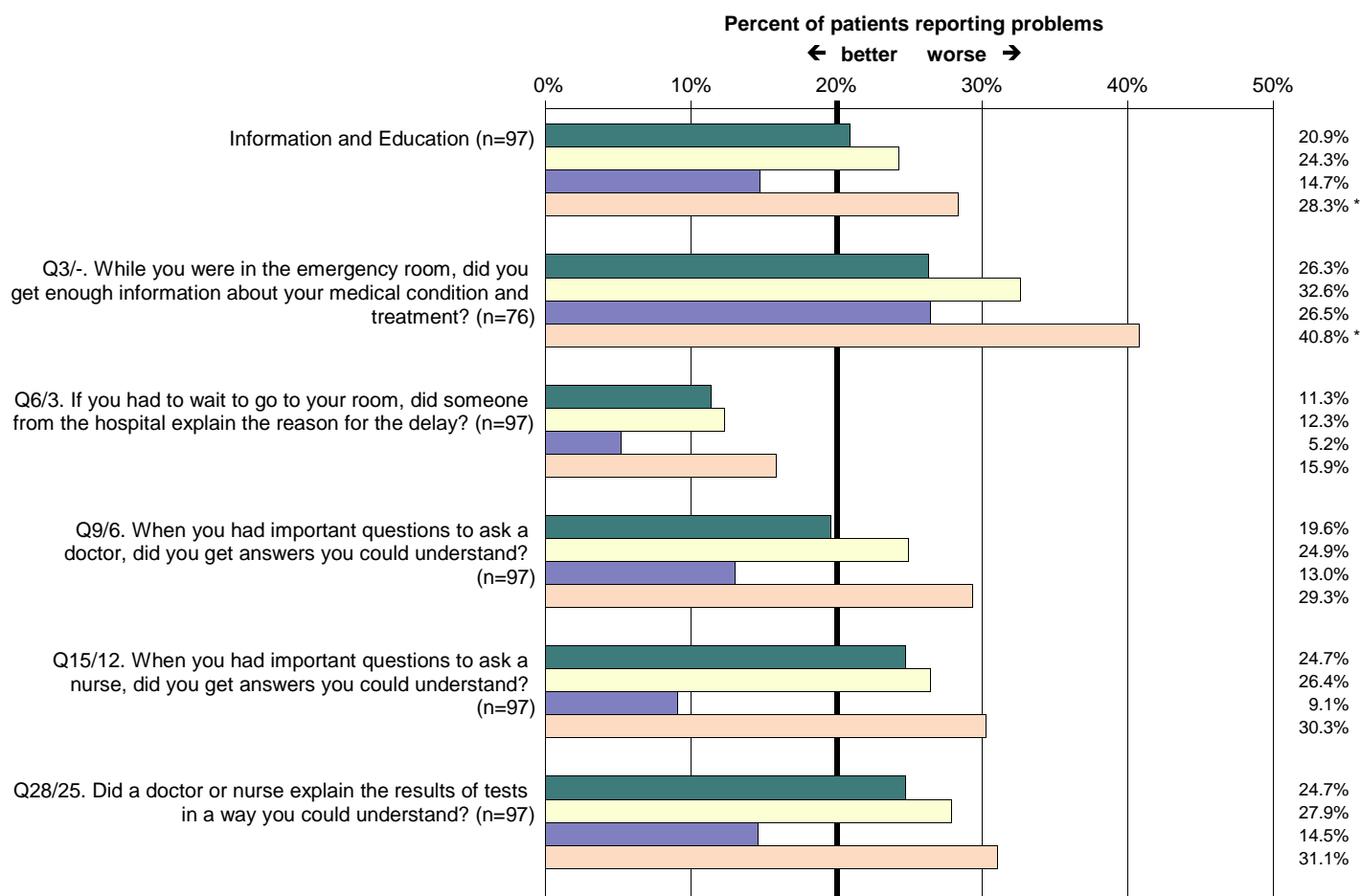
Patients discharged: July 2001 - September 2001

MGMC Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

Information and Education



* Significantly different from MGMC problem score

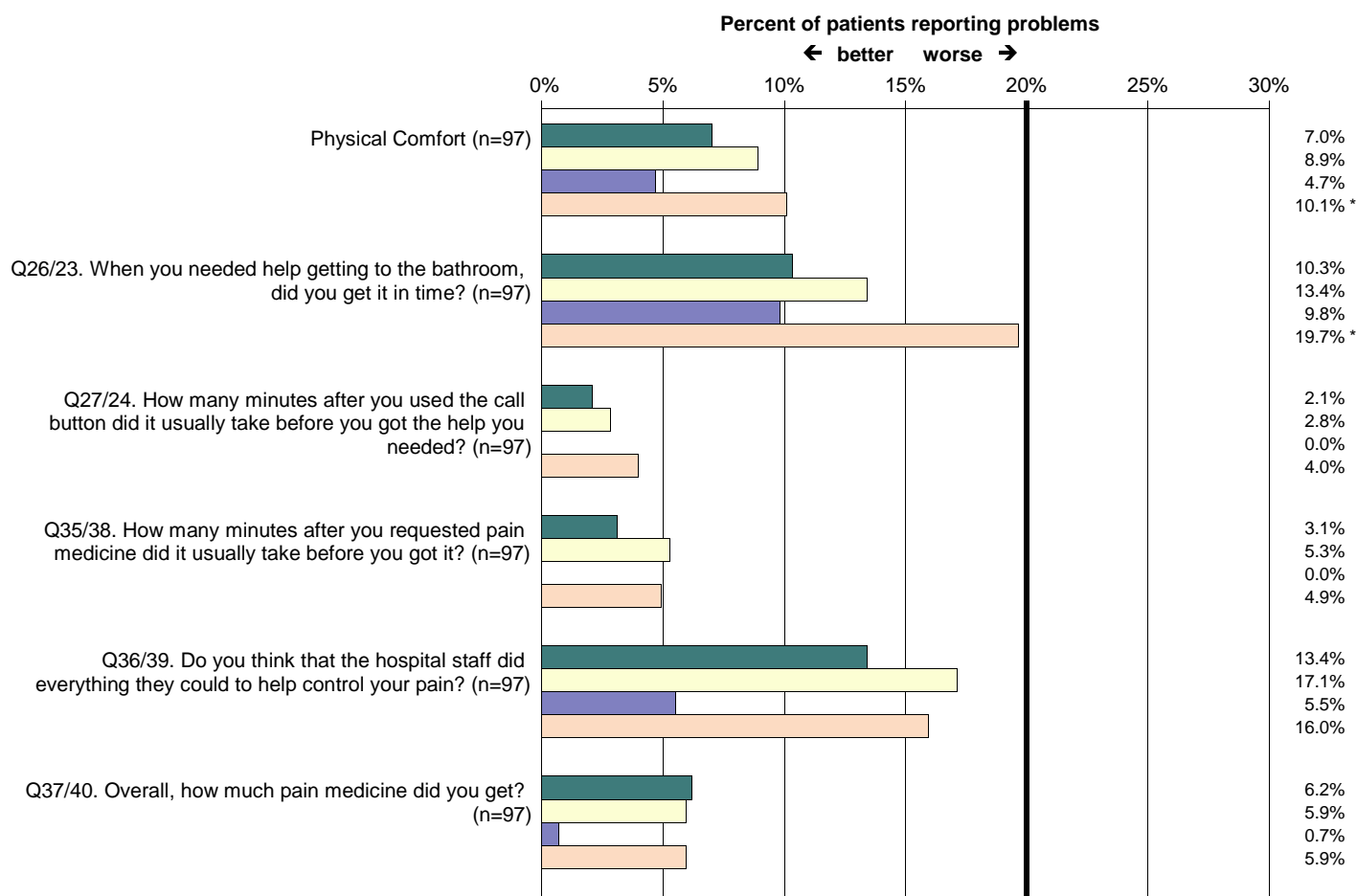
Patients discharged: July 2001 - September 2001

MGMC Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

Physical Comfort



* Significantly different from MGMC problem score

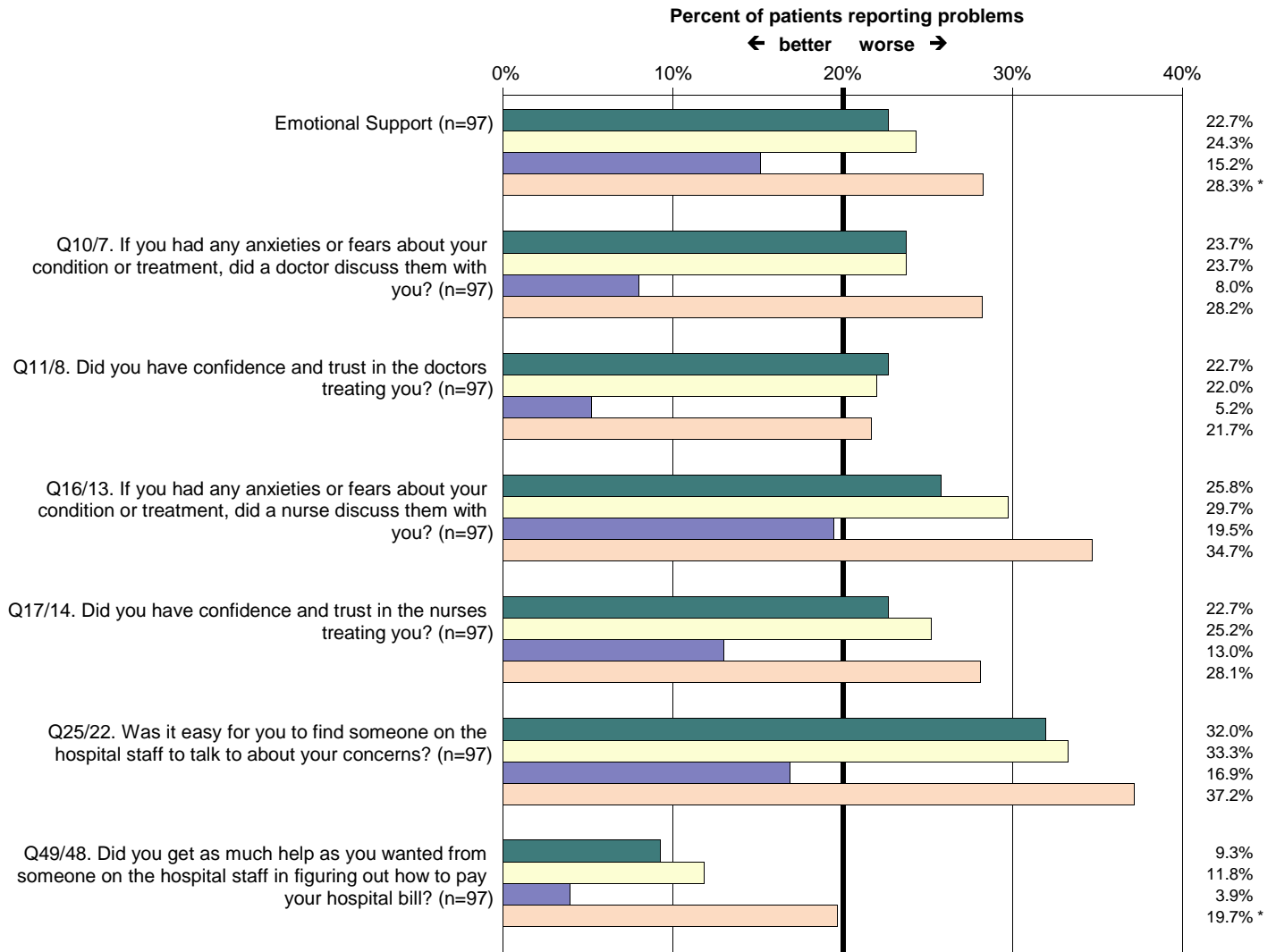
Patients discharged: July 2001 - September 2001

MGMC Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

Emotional Support



* Significantly different from MGMC problem score

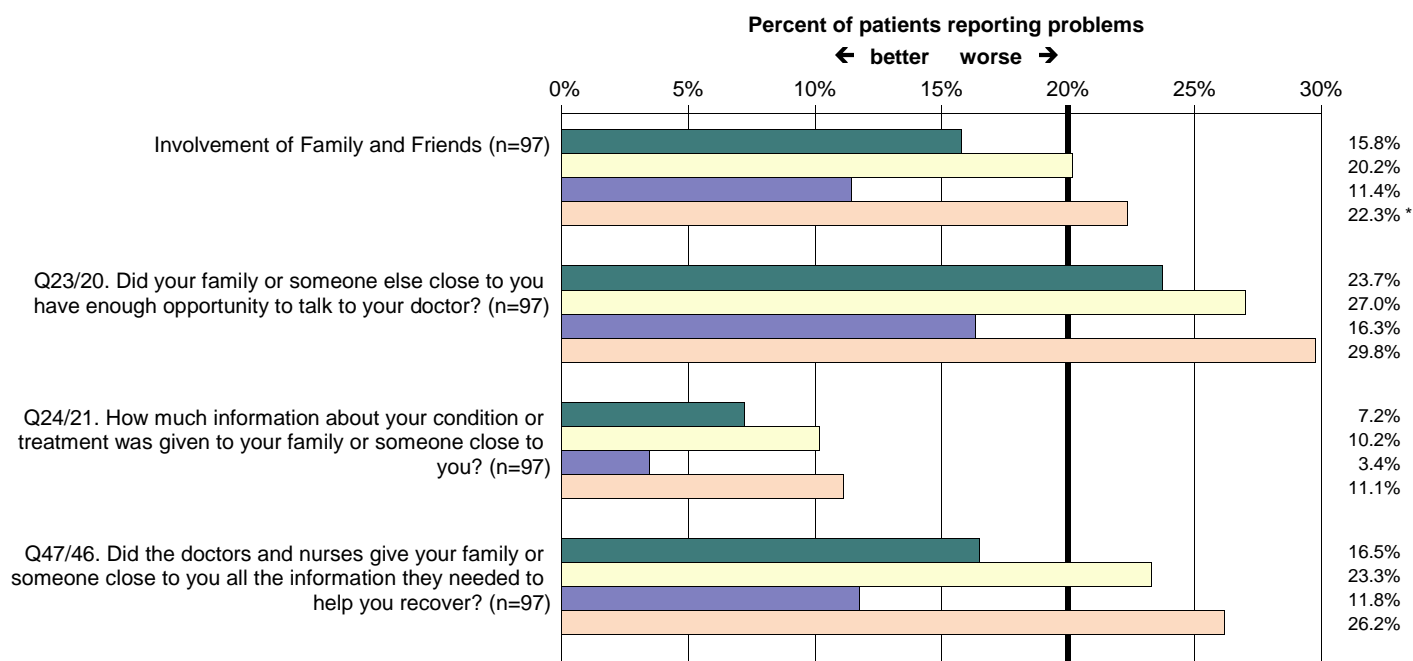
Patients discharged: July 2001 - September 2001

MGMC Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

Involvement of Family and Friends



* Significantly different from MGMC problem score

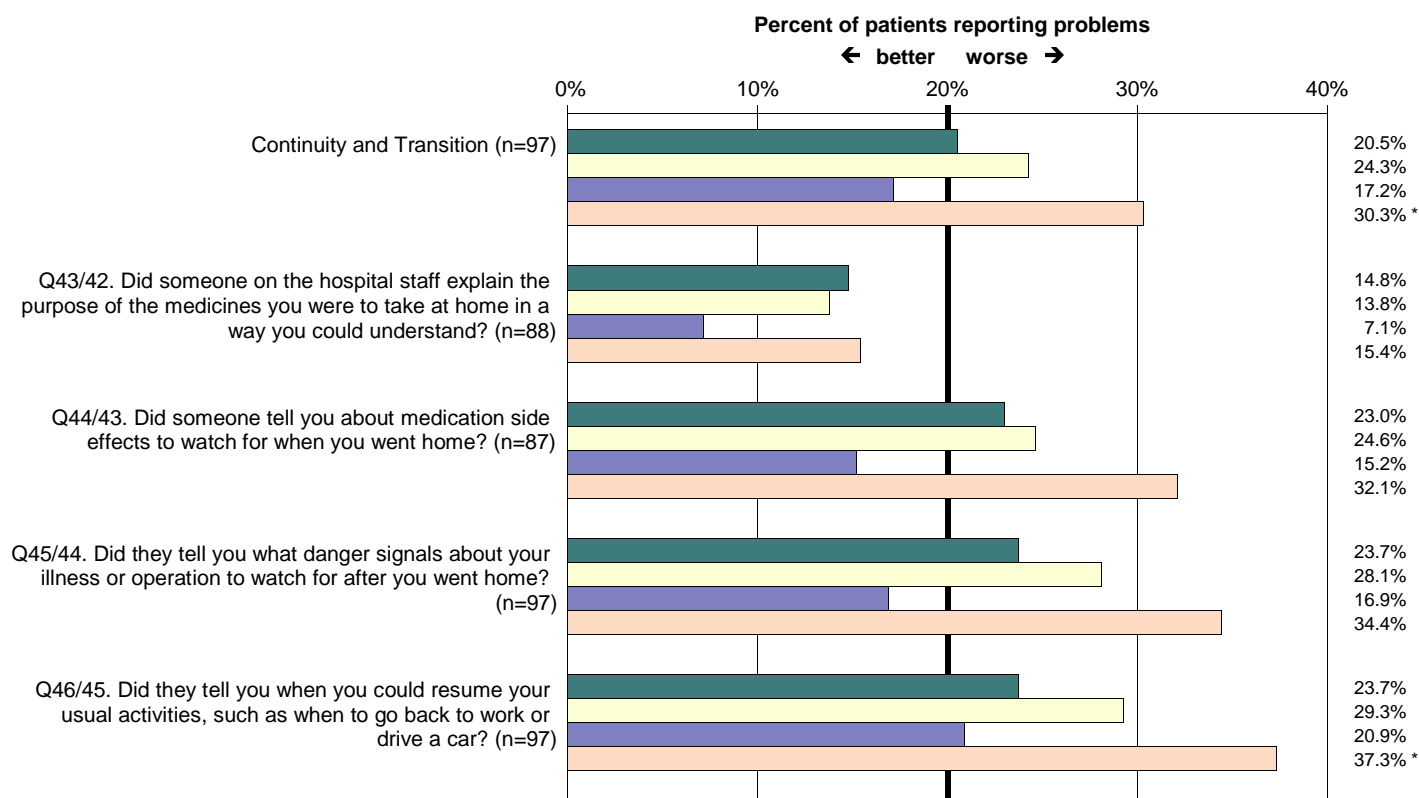
Patients discharged: July 2001 - September 2001

MGMC Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

Continuity and Transition



* Significantly different from MGMC problem score

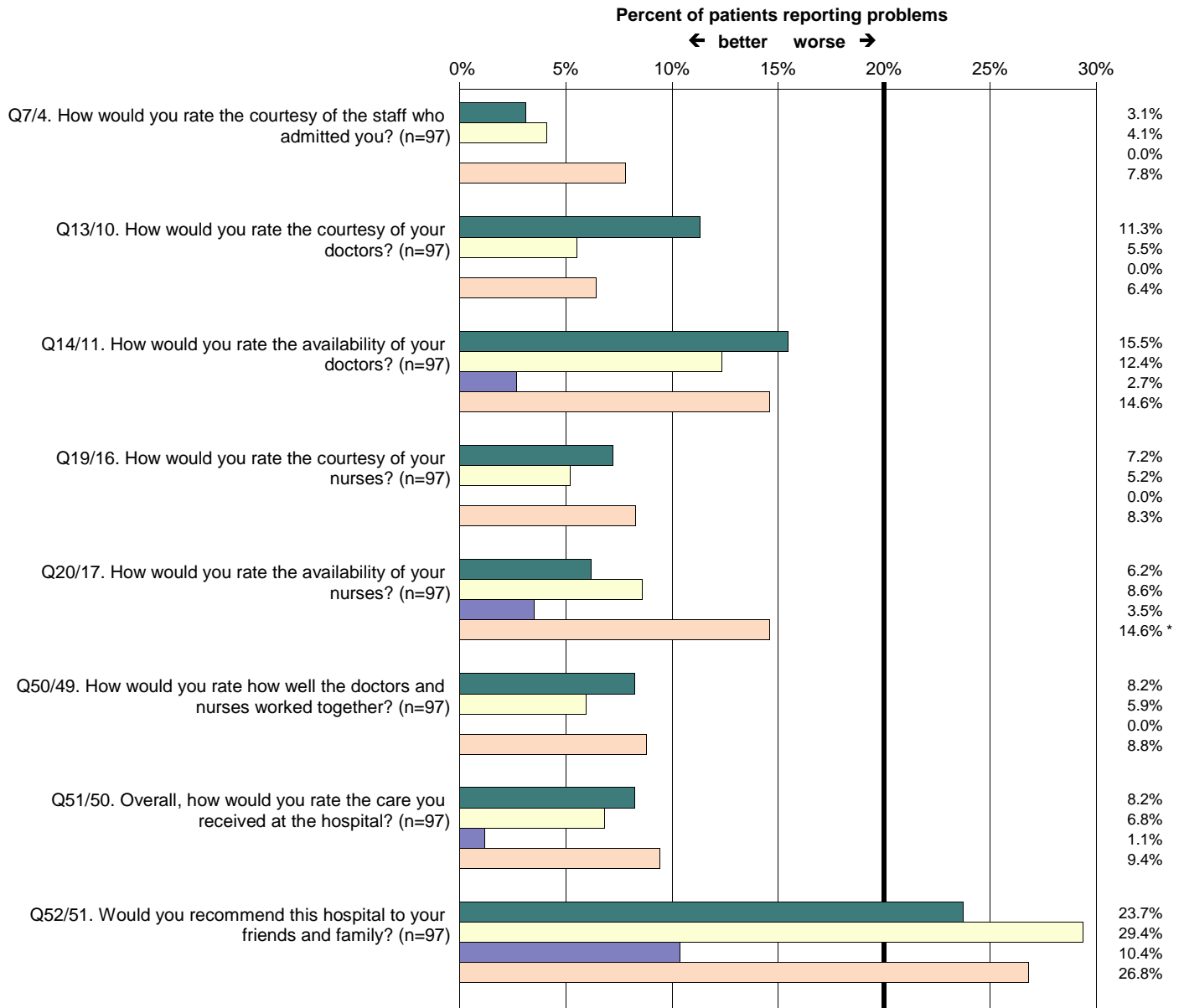
Patients discharged: July 2001 - September 2001

MGMC Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

Overall Impression



* Significantly different from MGMC problem score

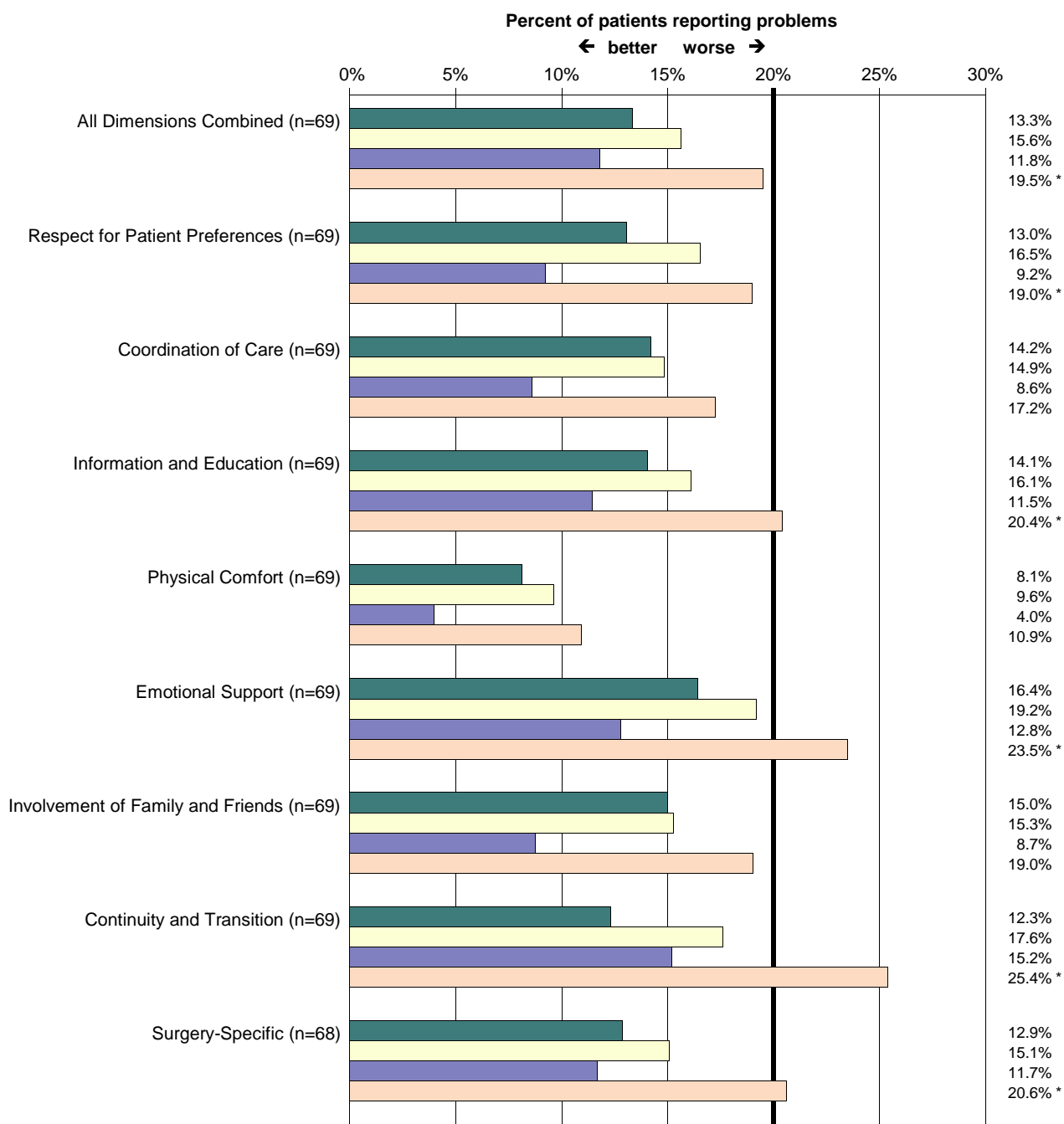
Patients discharged: July 2001 - September 2001

MGMC Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Dimensions



* Significantly different from MGMC problem score

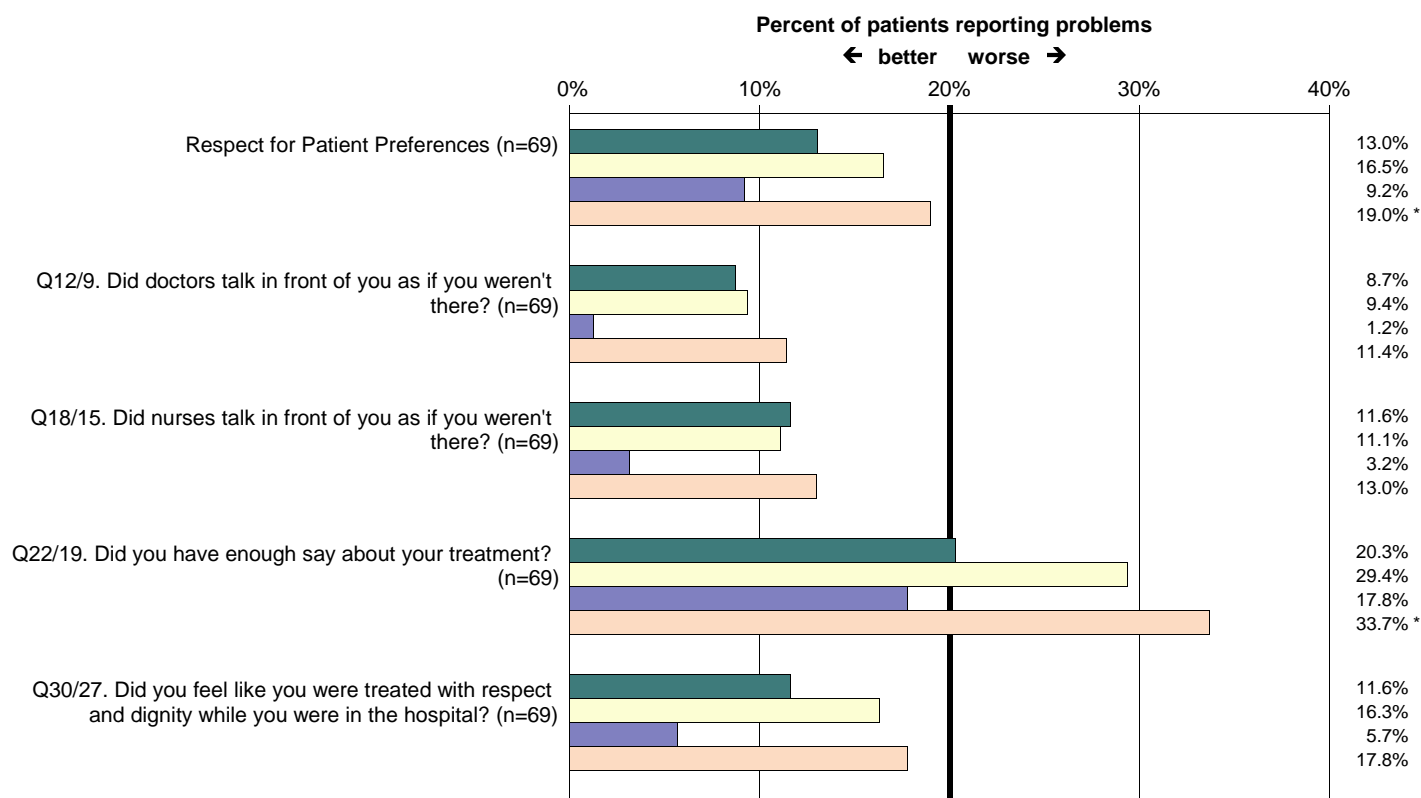
Patients discharged: July 2001 - September 2001

MGMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Respect for Patient Preferences



* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

MGMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

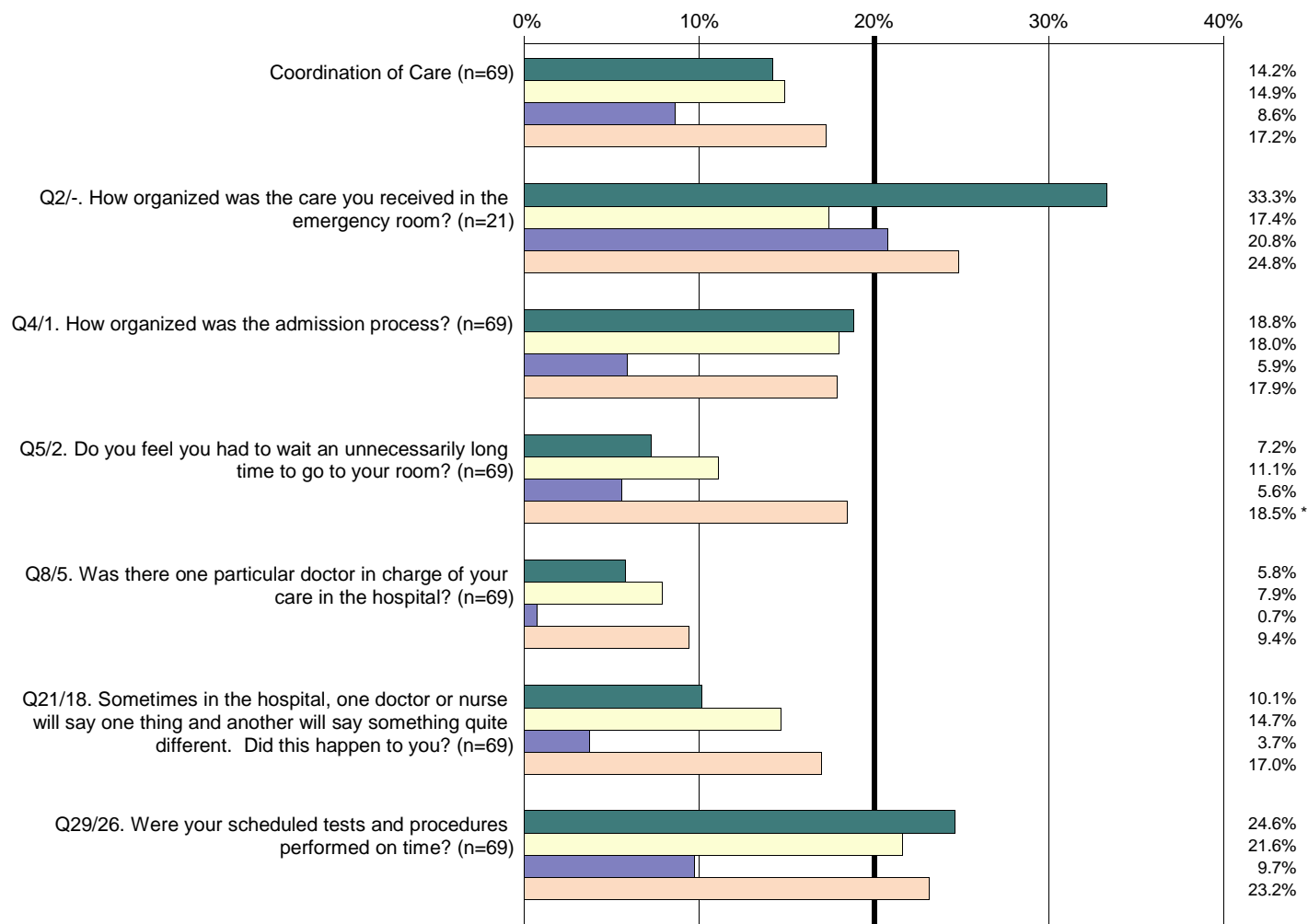
89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Coordination of Care

Percent of patients reporting problems

← better worse →



* Significantly different from MGMC problem score

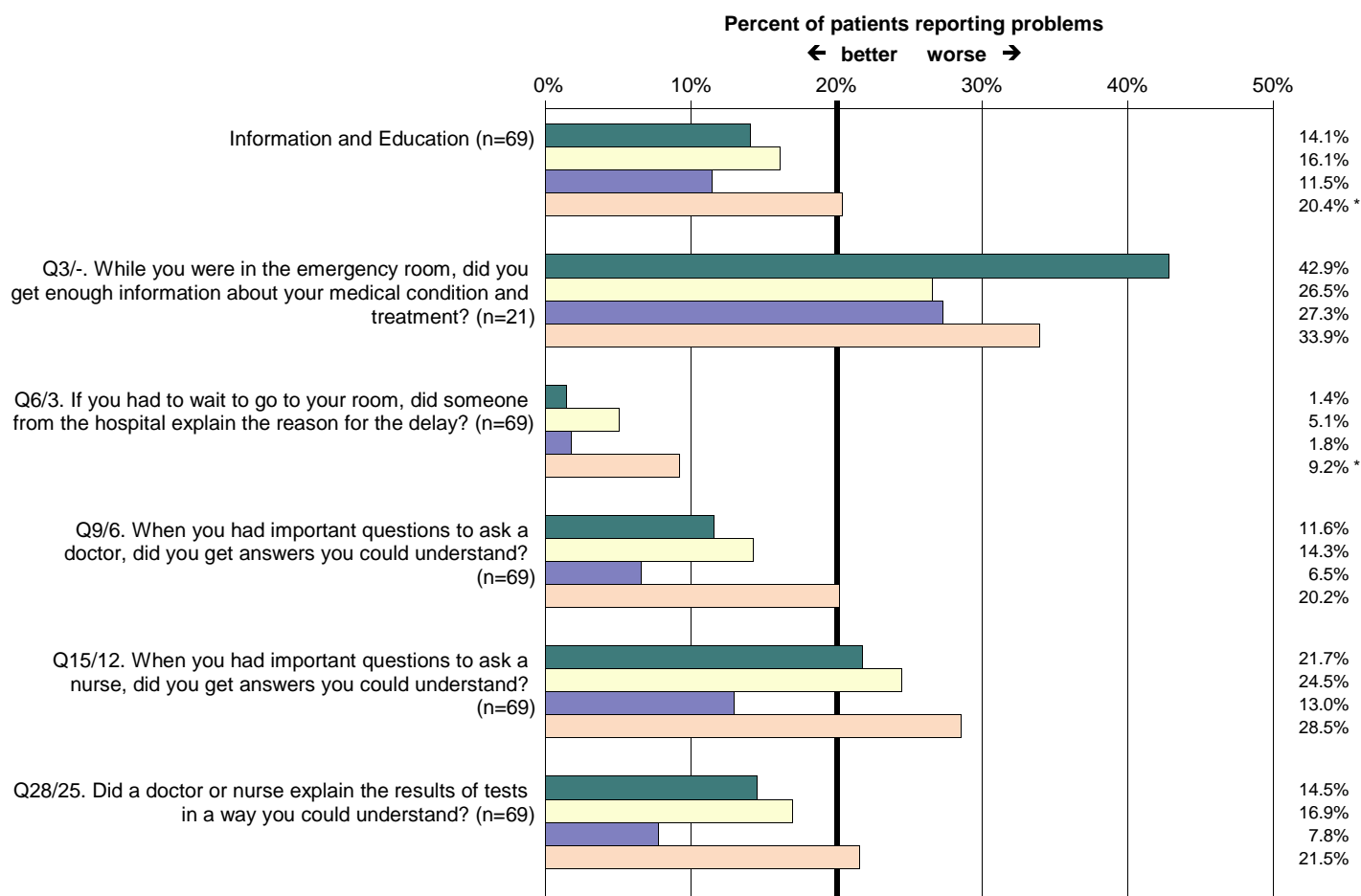
Patients discharged: July 2001 - September 2001

MGMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Information and Education



* Significantly different from MGMC problem score

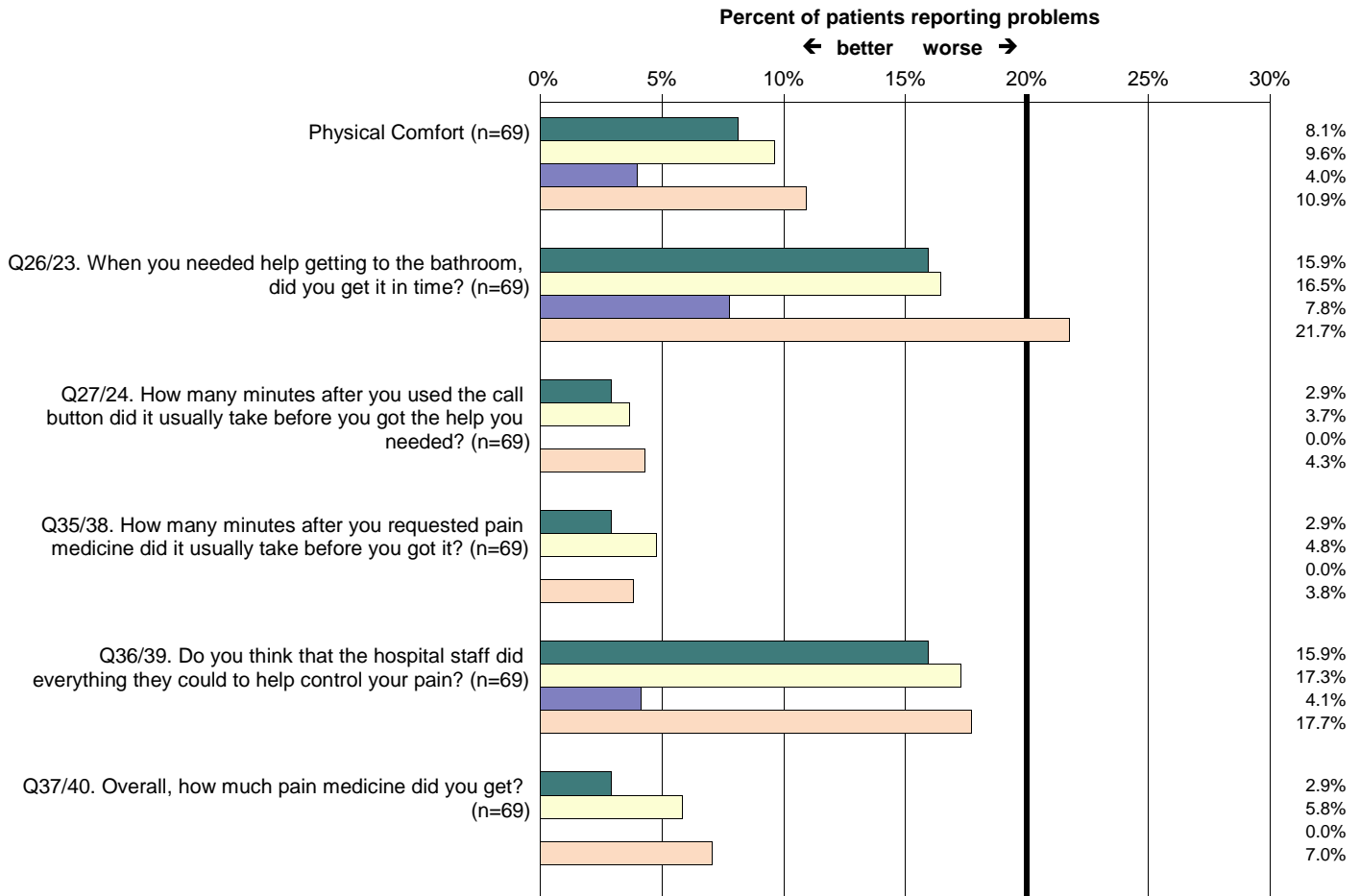
Patients discharged: July 2001 - September 2001

MGMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF





Adult Inpatient Survey - Surgery Comparisons

Physical Comfort



* Significantly different from MGMC problem score

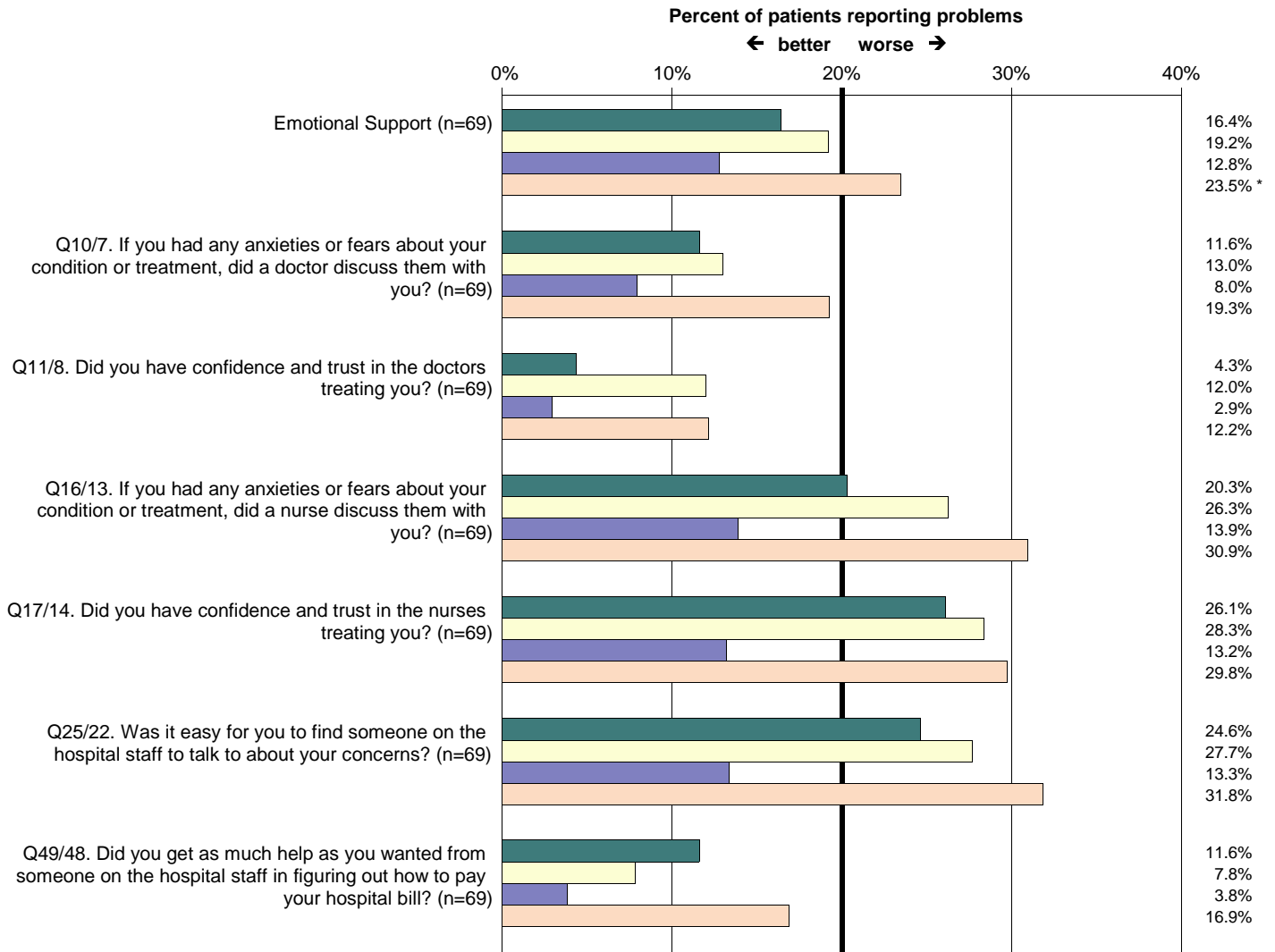
Patients discharged: July 2001 - September 2001

 MGMC Surgery
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Emotional Support



* Significantly different from MGMC problem score

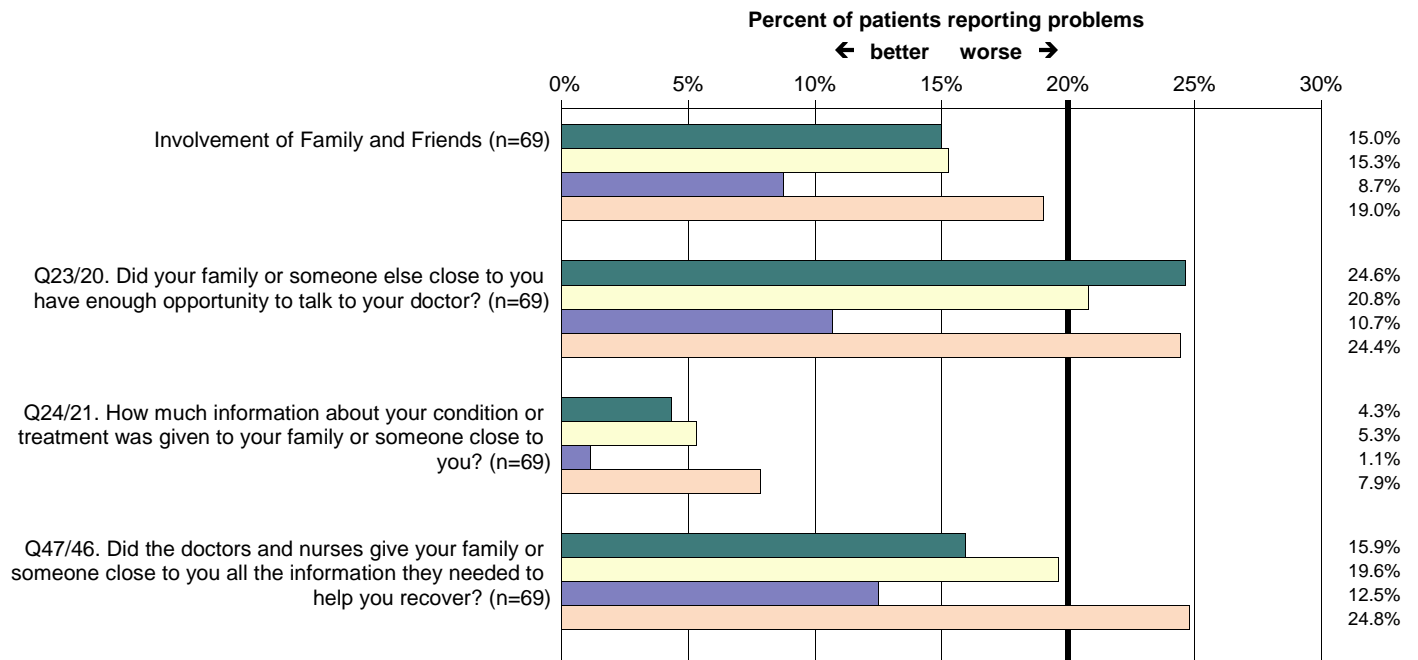
Patients discharged: July 2001 - September 2001

MGMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Involvement of Family and Friends



* Significantly different from MGMC problem score

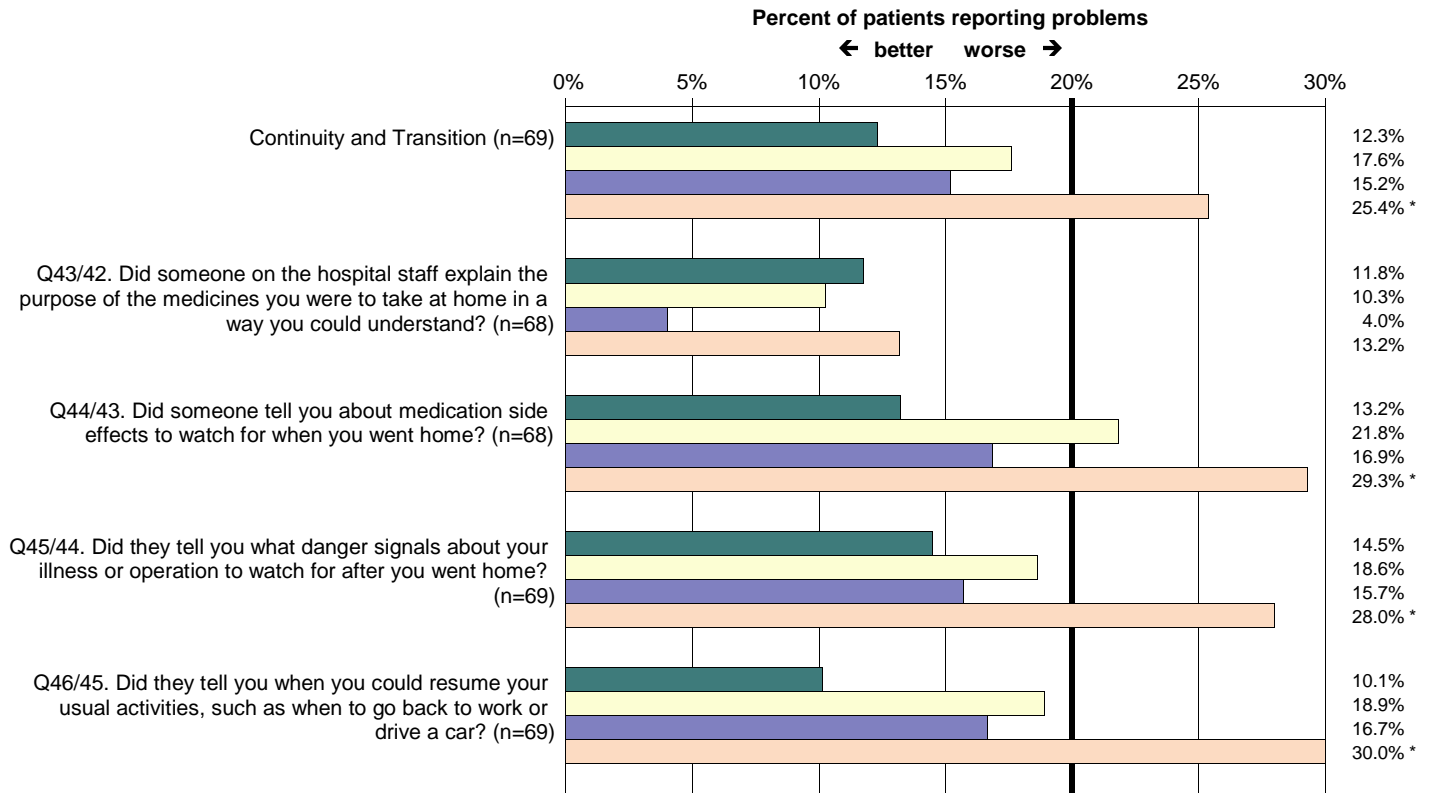
Patients discharged: July 2001 - September 2001

MGMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Continuity and Transition



* Significantly different from MGMC problem score

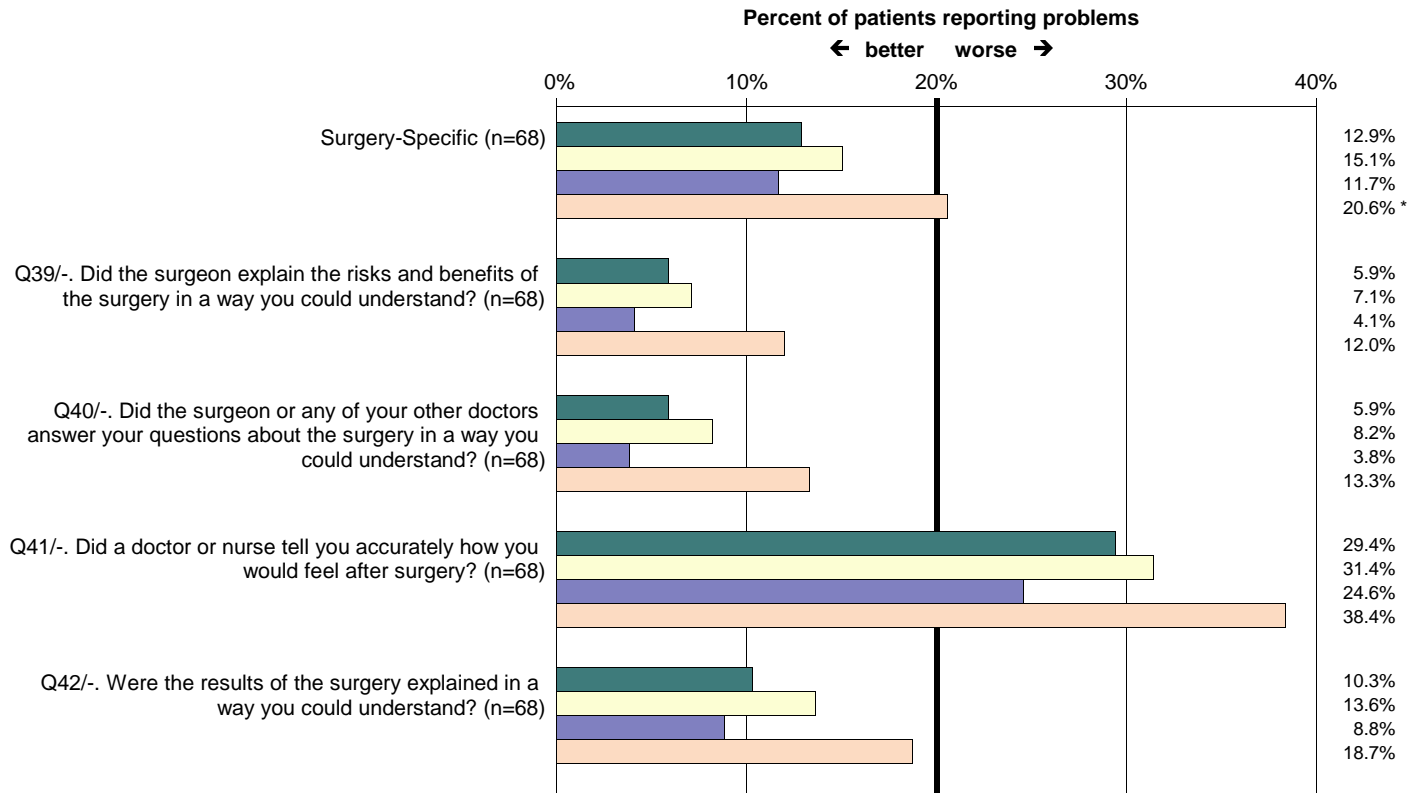
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MGMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Surgery-Specific



* Significantly different from MGMC problem score

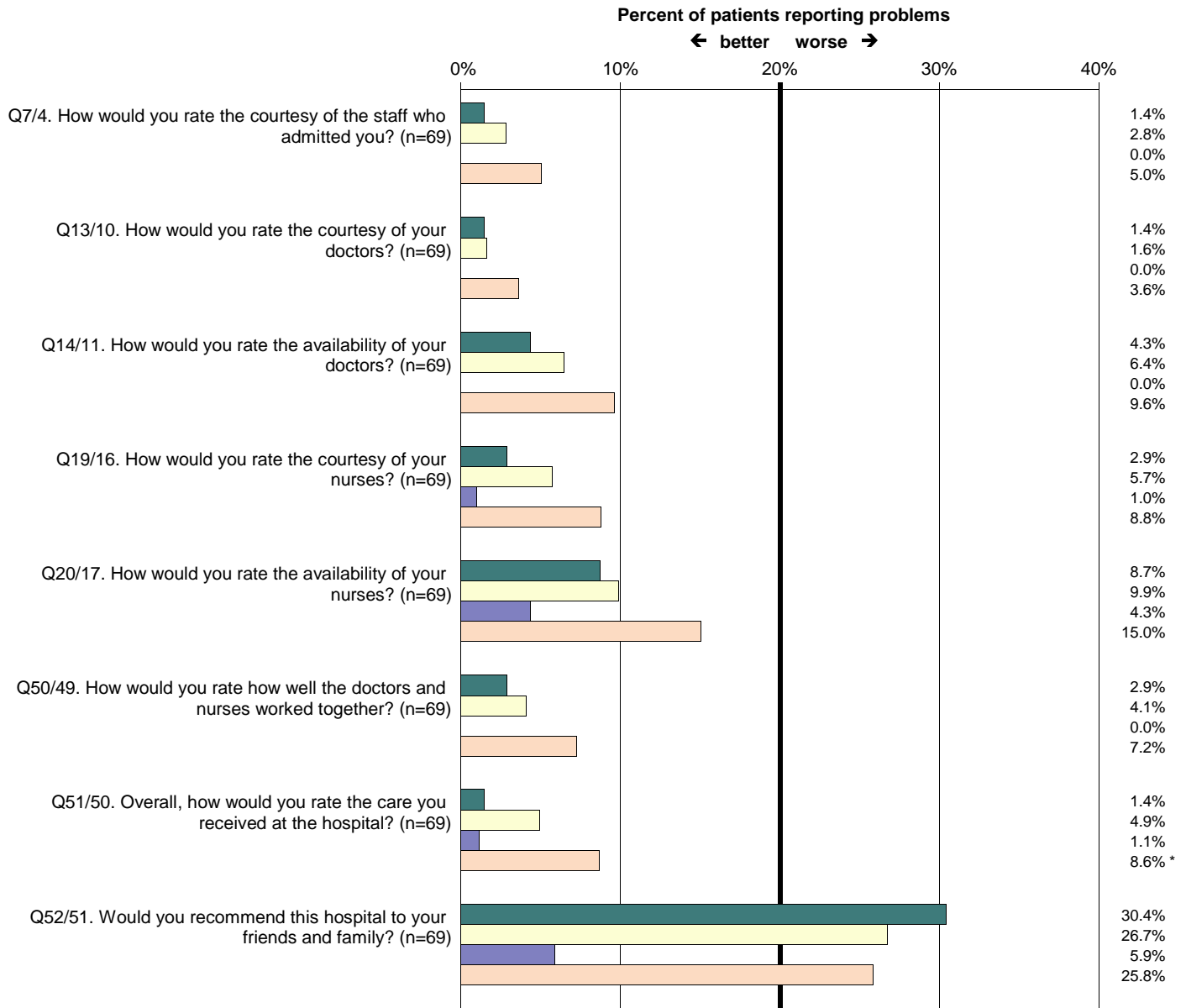
Patients discharged: July 2001 - September 2001

MGMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Overall Impression



* Significantly different from MGMC problem score

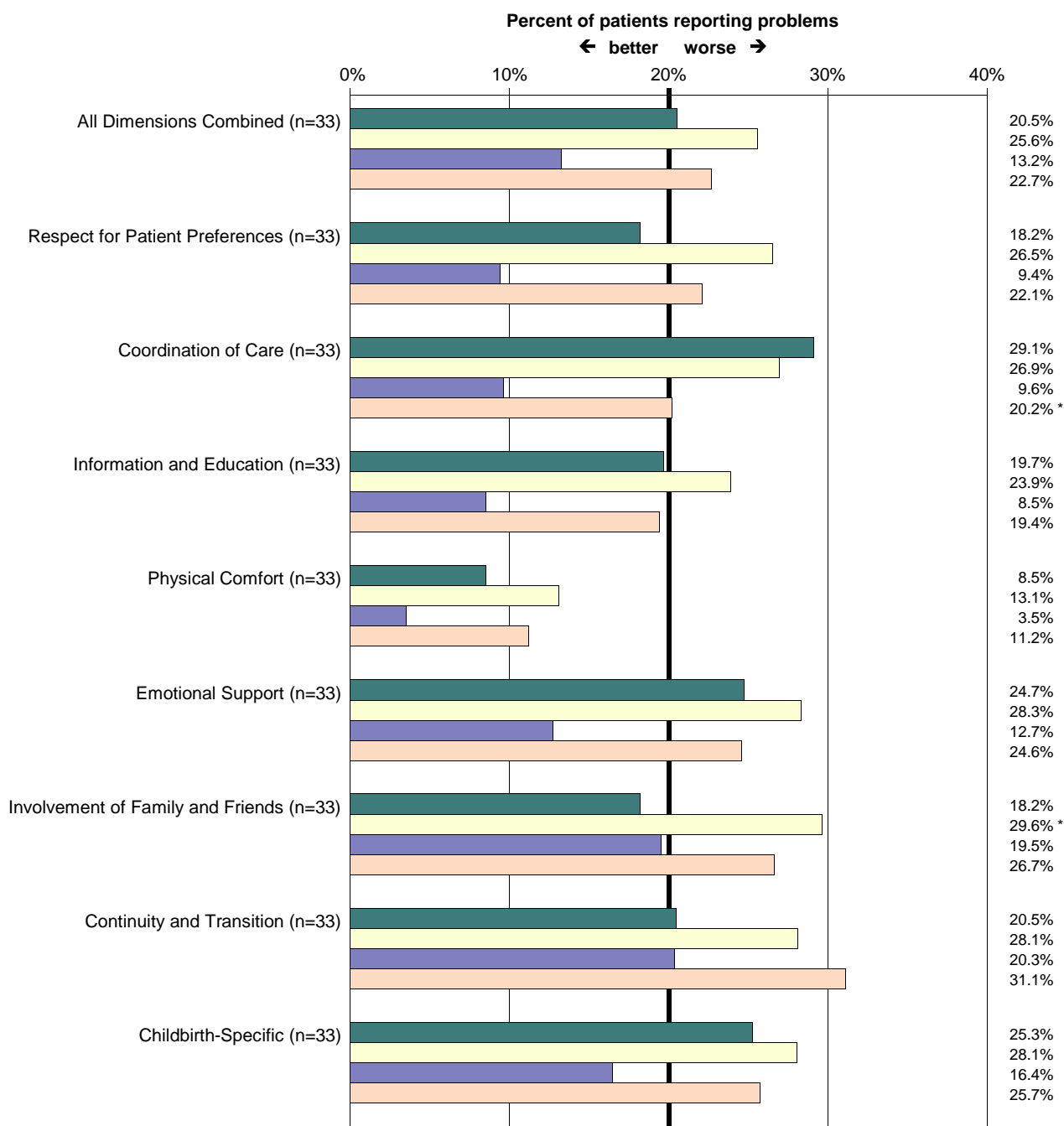
Patients discharged: July 2001 - September 2001

MGMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

Dimensions



* Significantly different from MGMC problem score

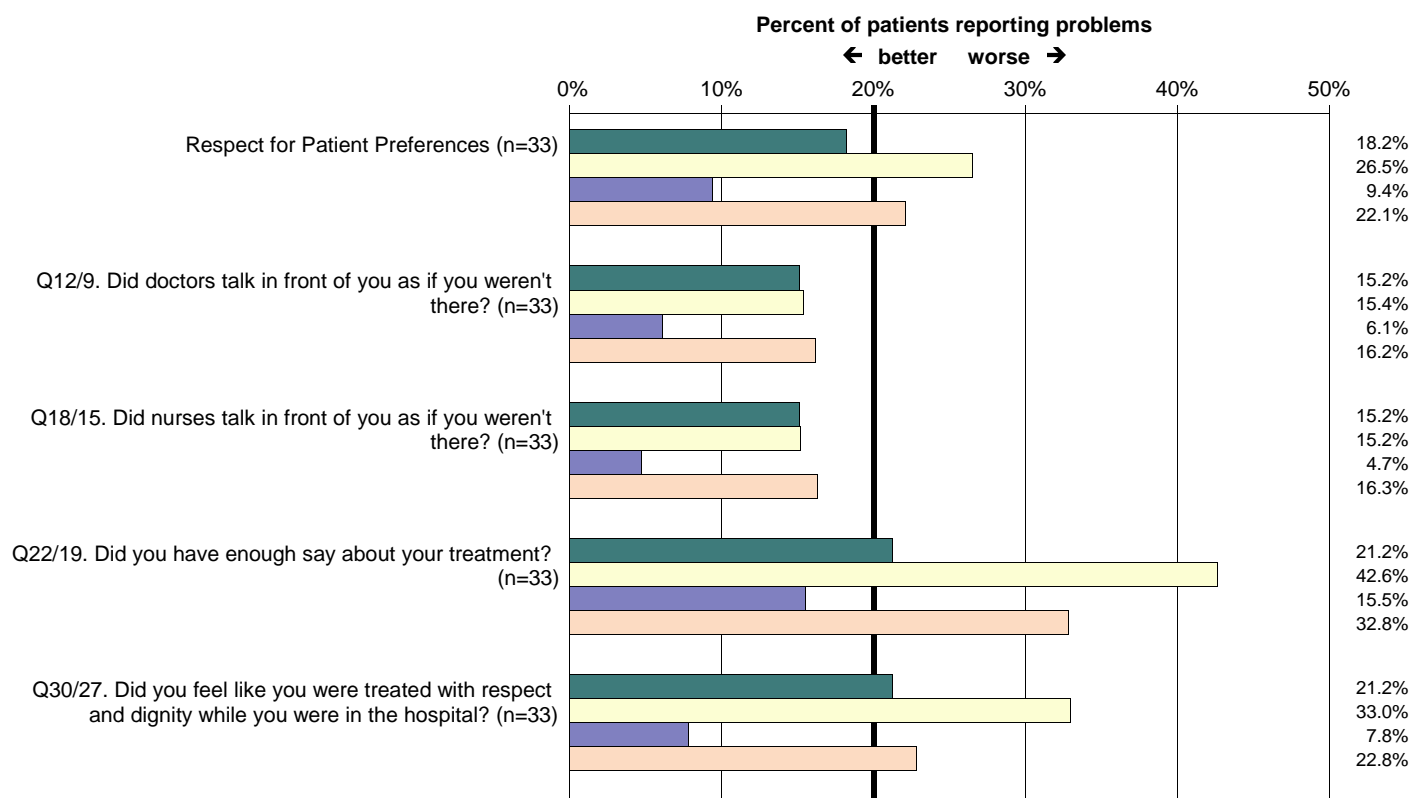
Patients discharged: July 2001 - September 2001

MGMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

Respect for Patient Preferences



* Significantly different from MGMC problem score

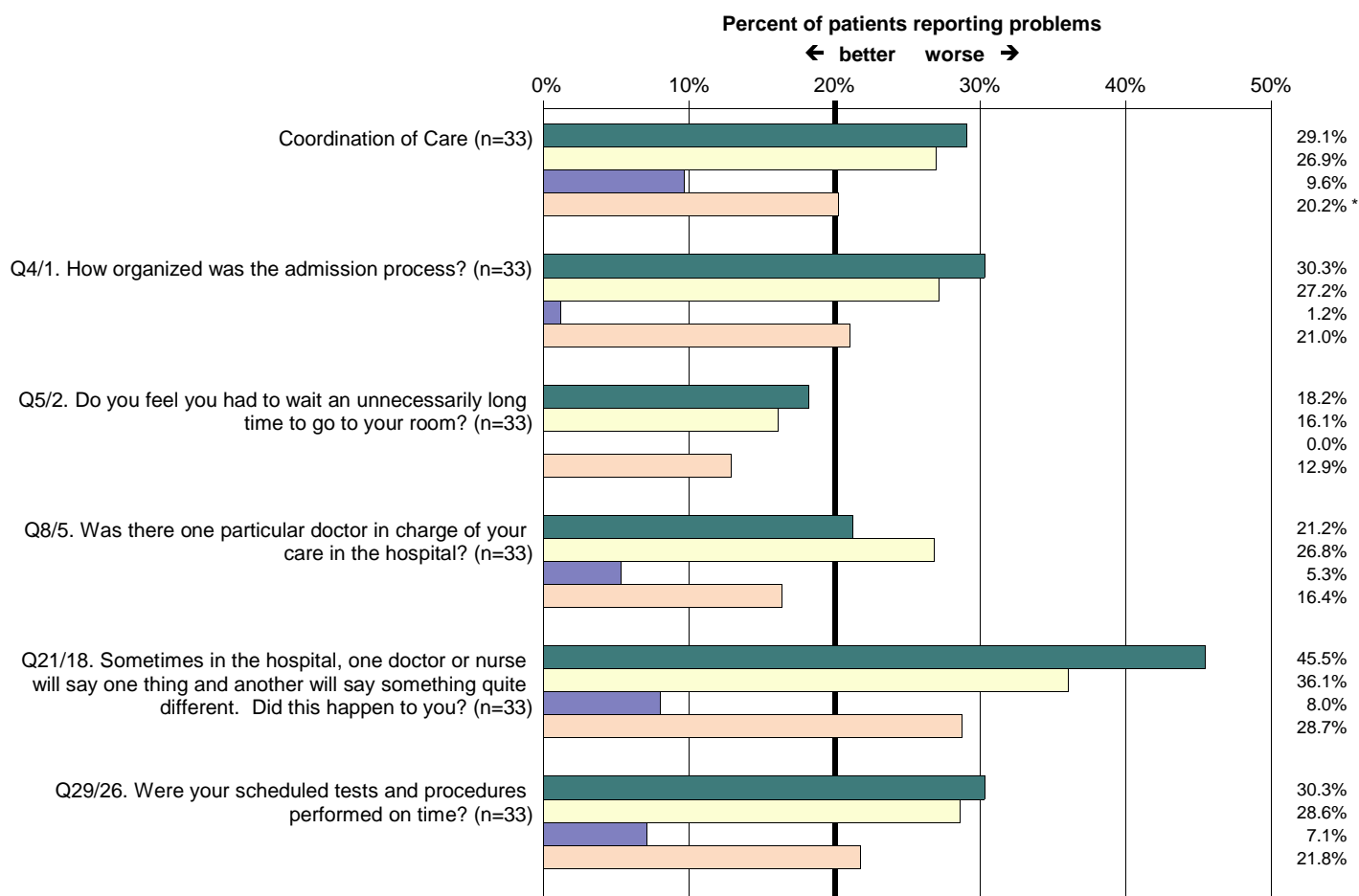
Patients discharged: July 2001 - September 2001

MGMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

Coordination of Care



* Significantly different from MGMC problem score

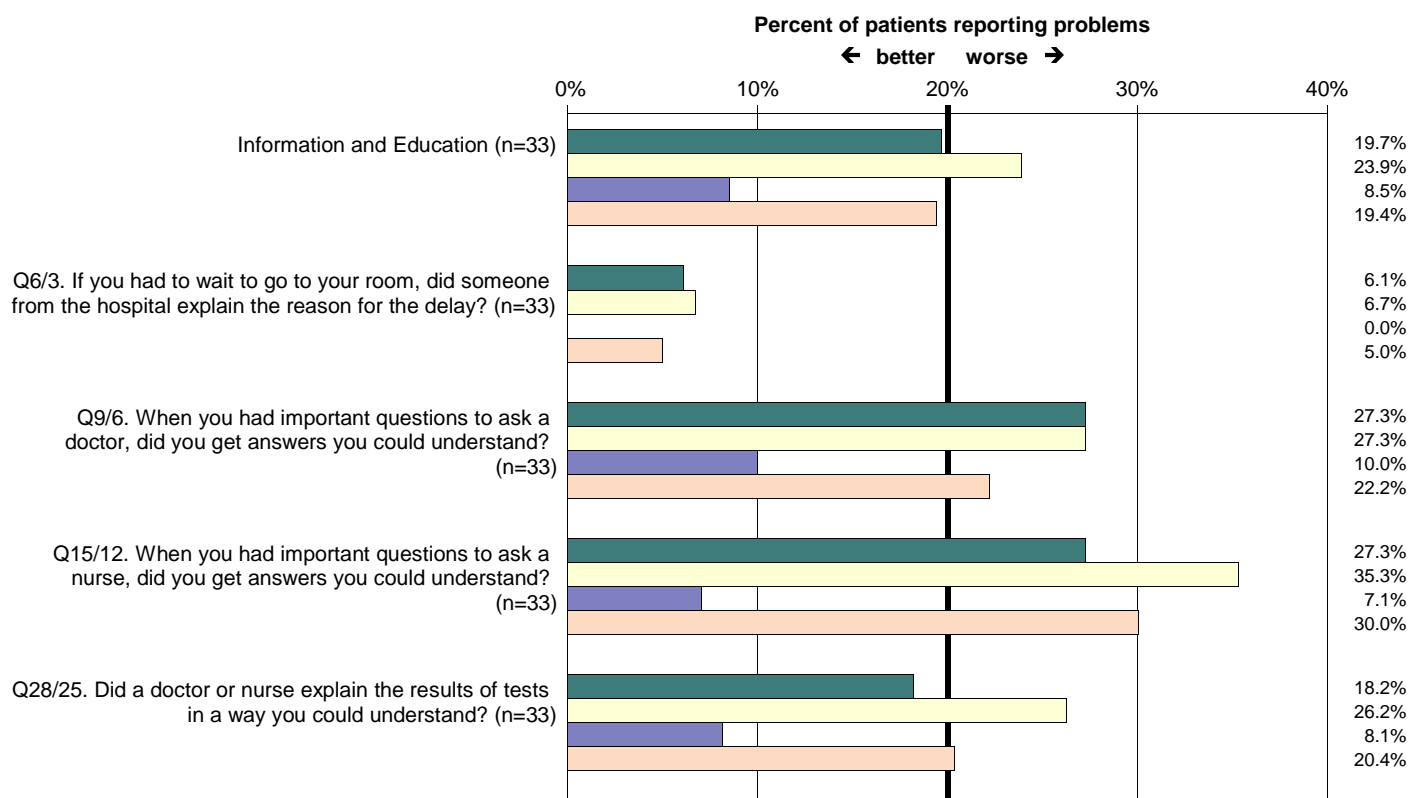
Patients discharged: July 2001 - September 2001

MGMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

Information and Education



* Significantly different from MGMC problem score

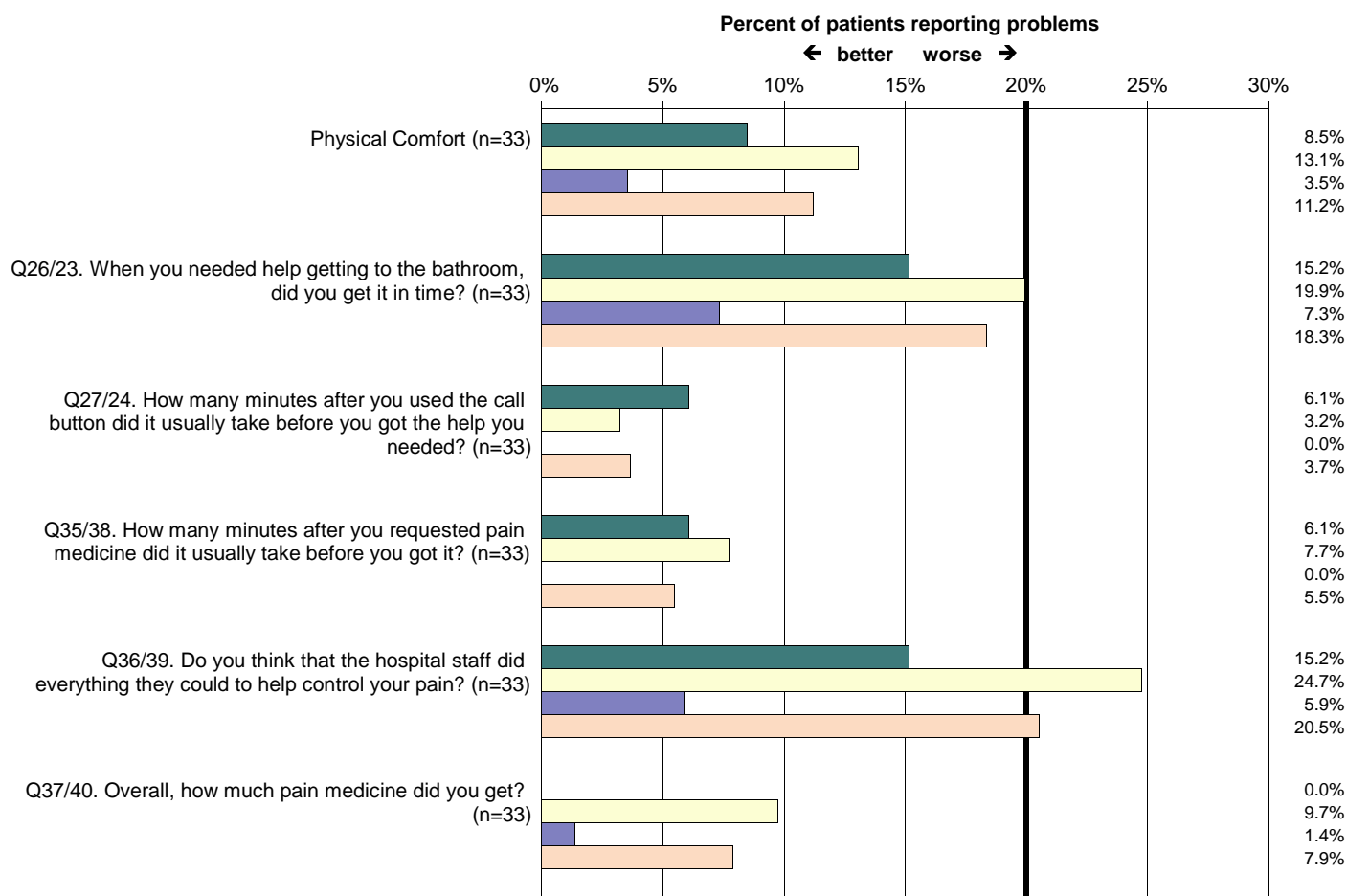
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MGMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

Physical Comfort



* Significantly different from MGMC problem score

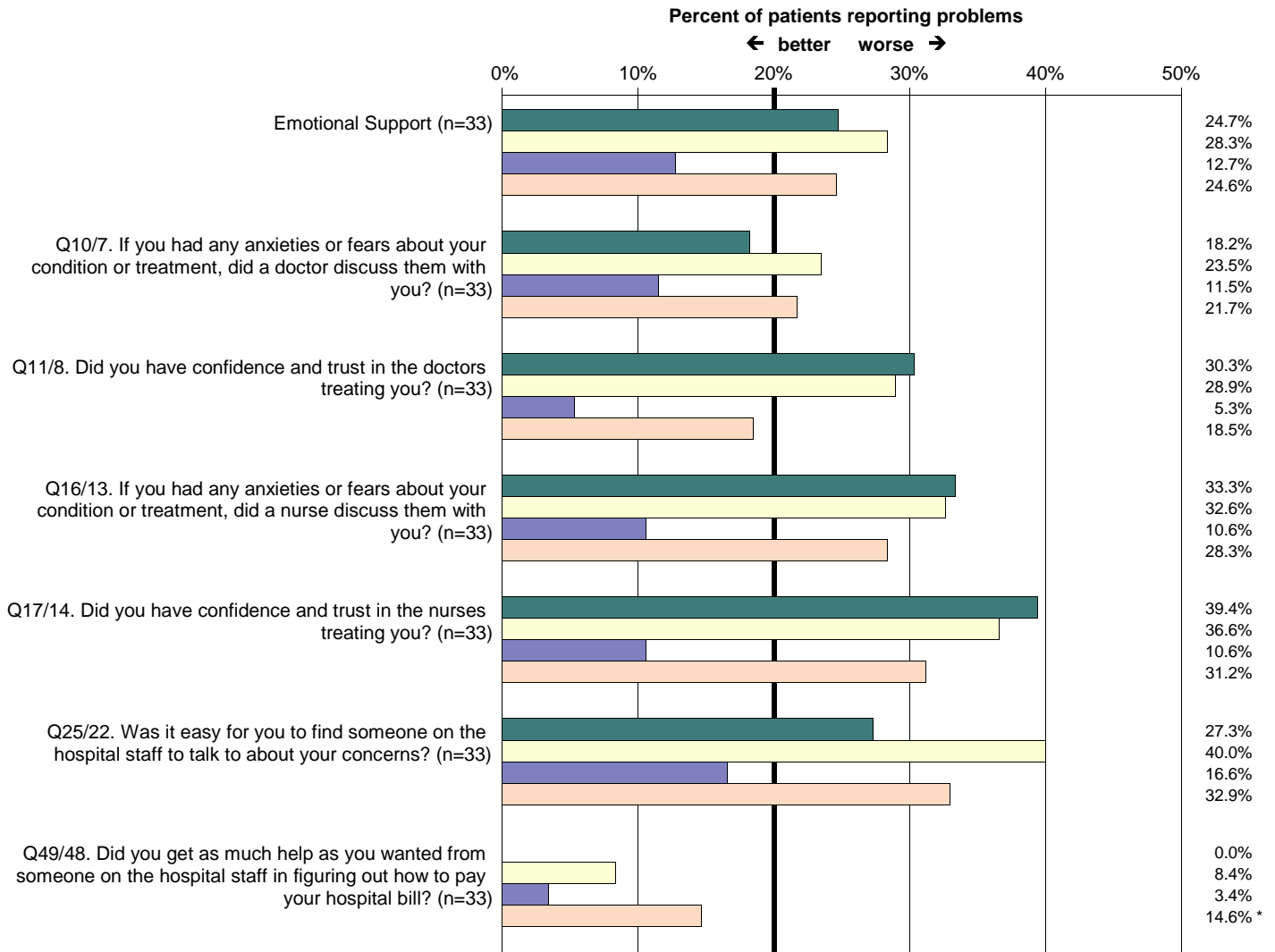
Patients discharged: July 2001 - September 2001

MGMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

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Adult Inpatient Survey - Childbirth Comparisons

Emotional Support



* Significantly different from MGMC problem score

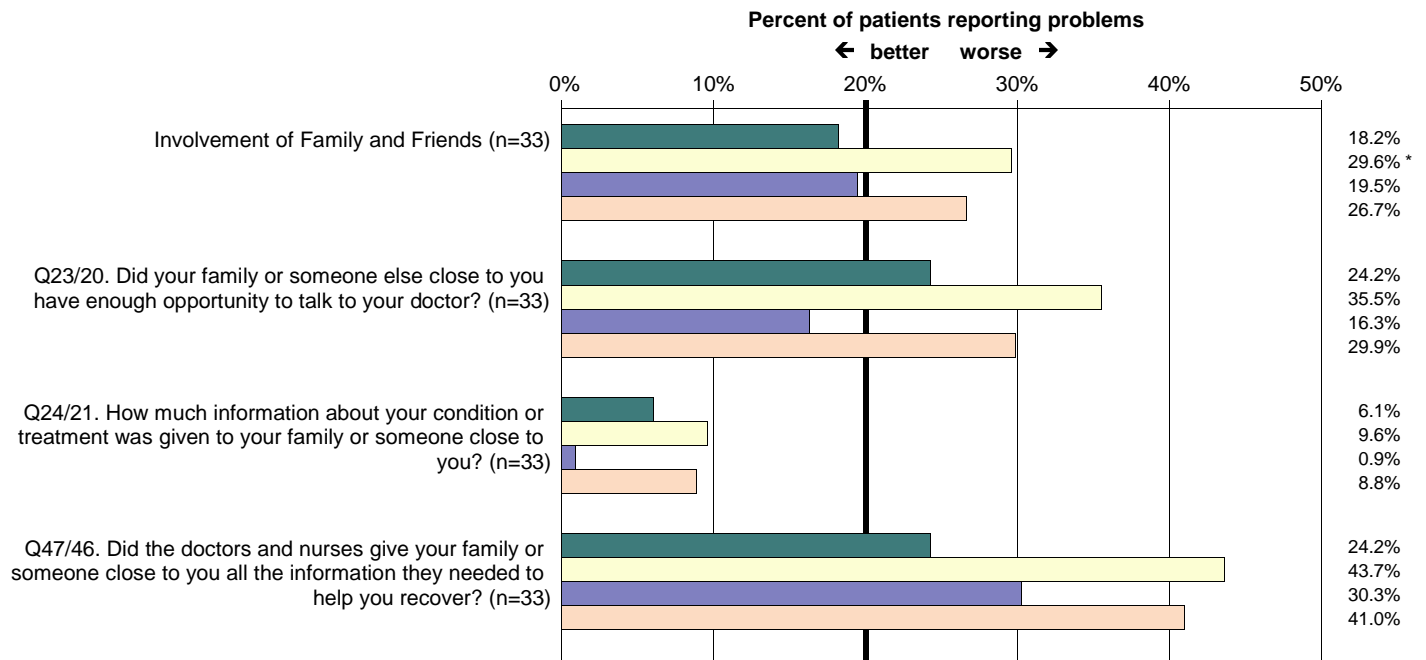
Patients discharged: July 2001 - September 2001

MGMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

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Adult Inpatient Survey - Childbirth Comparisons

Involvement of Family and Friends



* Significantly different from MGMC problem score

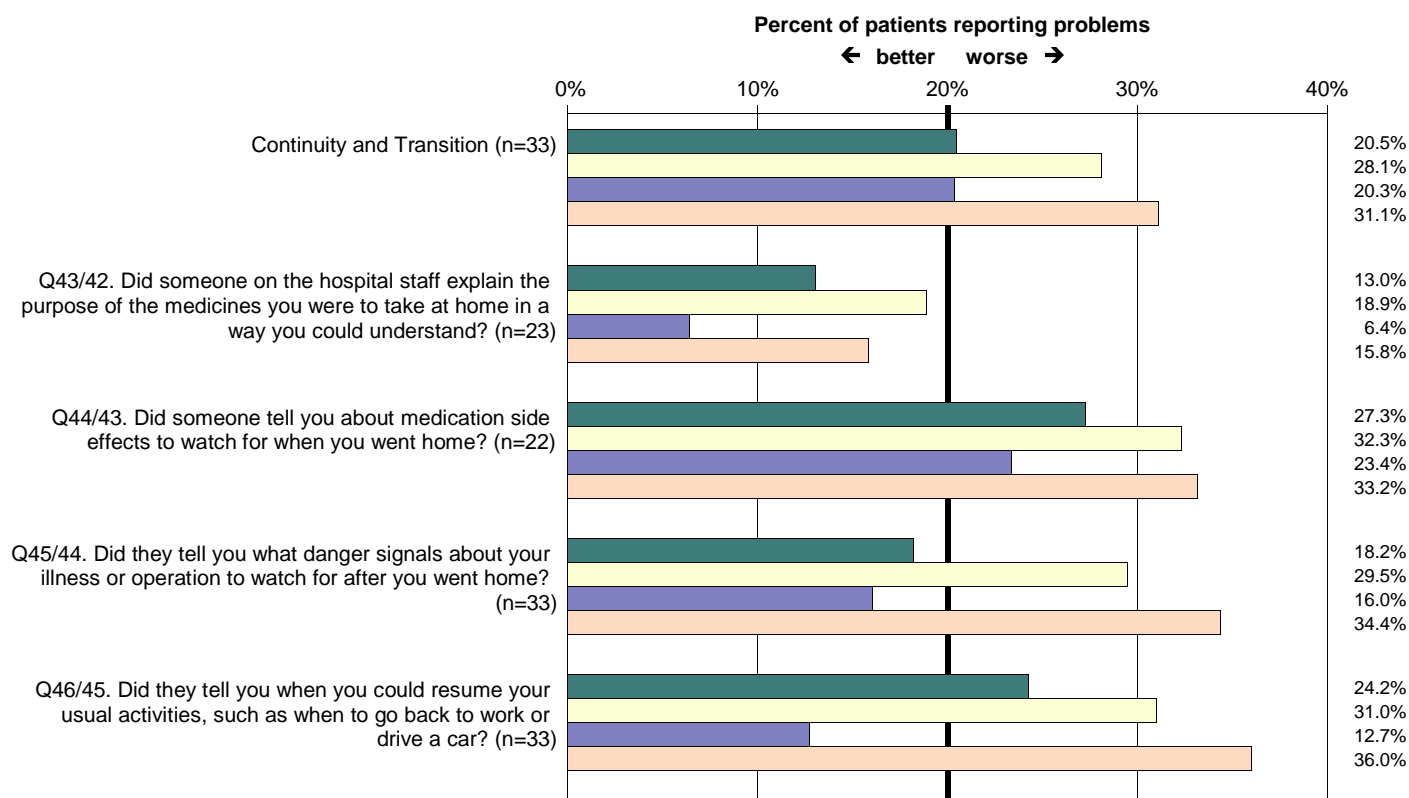
Patients discharged: July 2001 - September 2001

MGMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

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Adult Inpatient Survey - Childbirth Comparisons

Continuity and Transition



* Significantly different from MGMC problem score

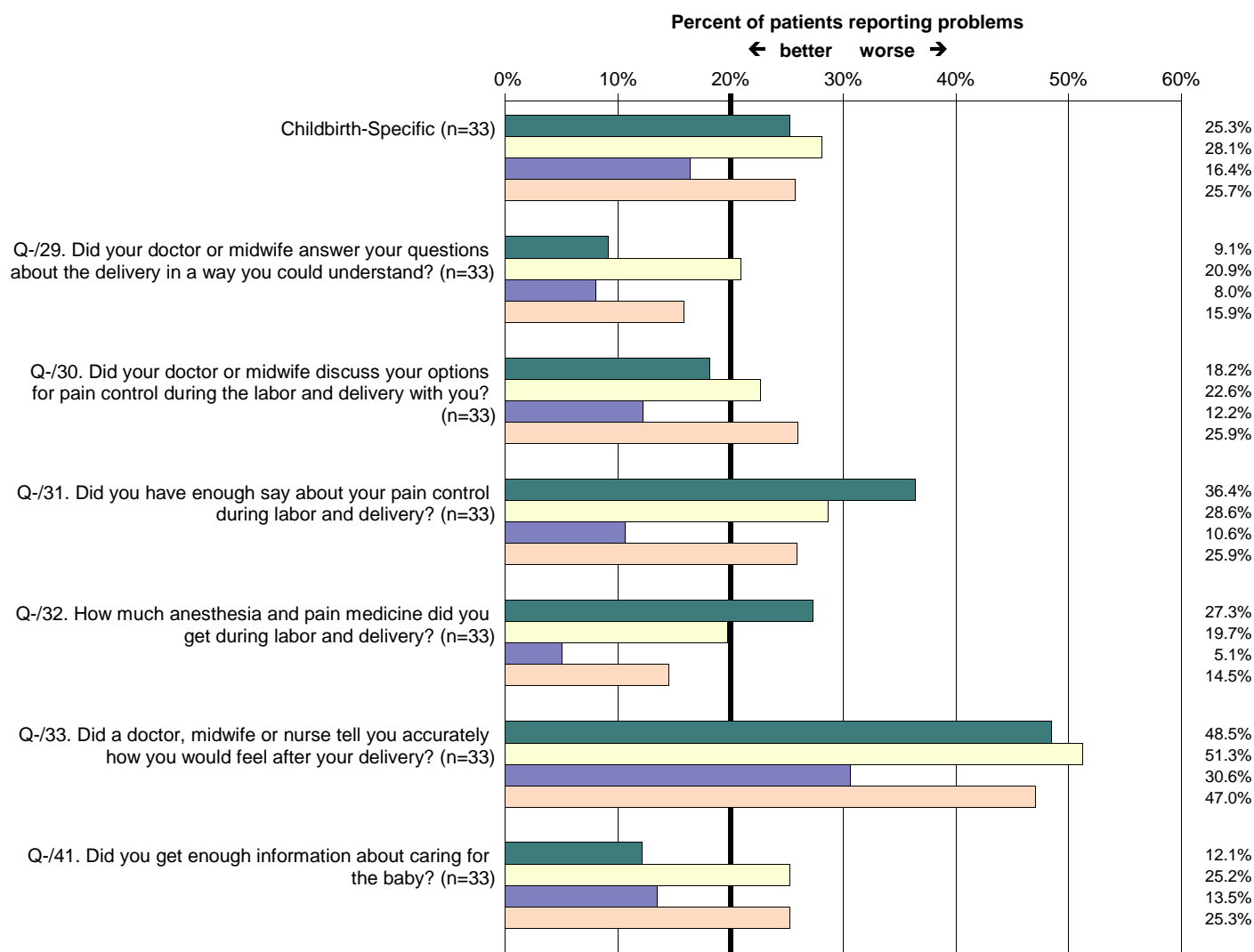
Patients discharged: July 2001 - September 2001

MGMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

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Adult Inpatient Survey - Childbirth Comparisons

Childbirth-Specific



* Significantly different from MGMC problem score

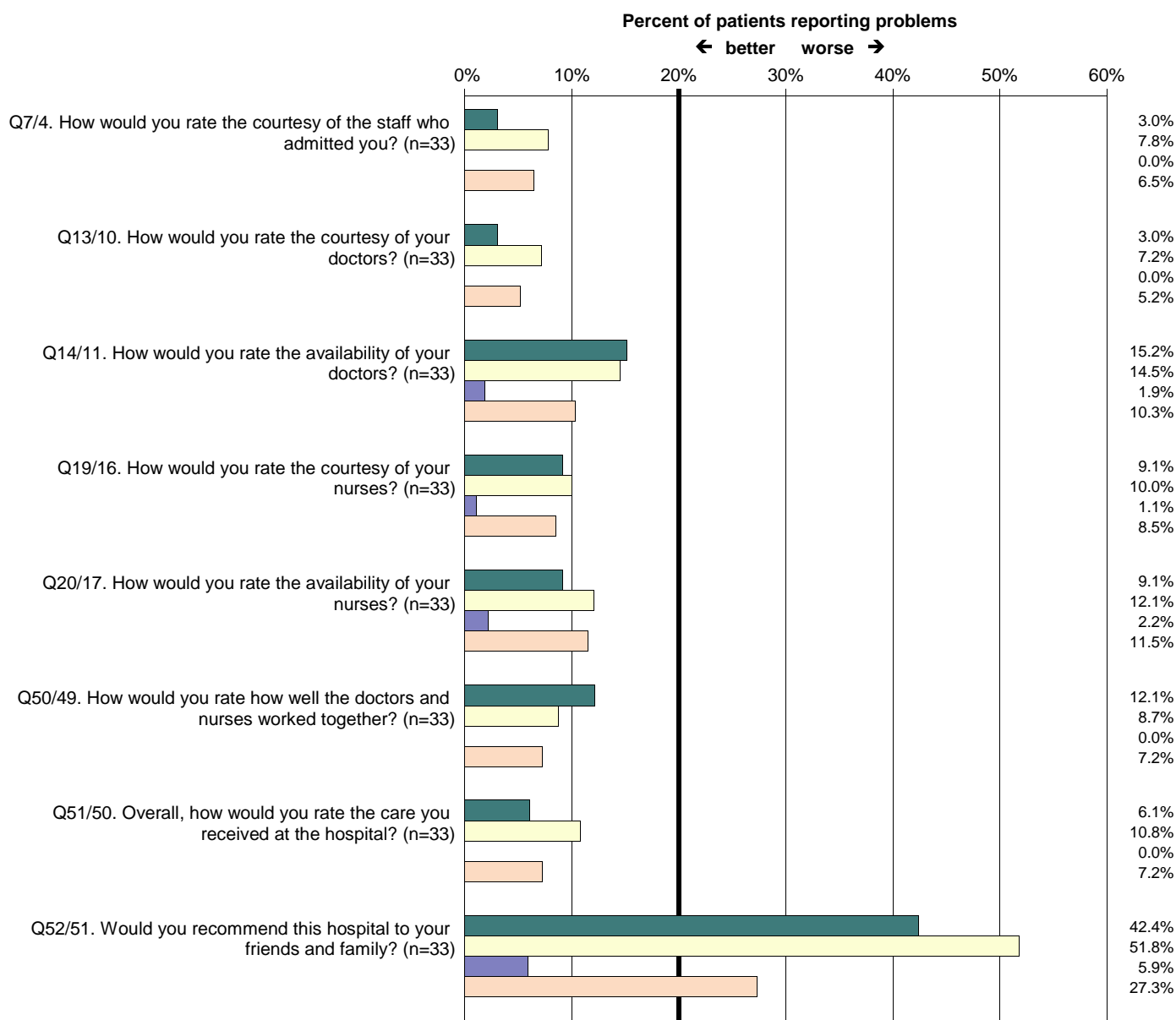
Patients discharged: July 2001 - September 2001

MGMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

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Adult Inpatient Survey - Childbirth Comparisons

Overall Impression



* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

MGMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

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Adult Inpatient Survey - Overall Comparisons

<i>Dimensions</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	17.1%	199	0.668	High	20.5% *	12.5%	21.9% *
Respect for Patient Preferences	19.0%	199	0.542	High	21.5%	10.9%	21.1%
Coordination of Care	19.4%	199	0.420	High	20.7%	10.5%	20.7%
Information and Education	18.3%	199	0.522	High	21.7%	12.8%	22.9% *
Physical Comfort	7.6%	199	0.625	High	10.4% *	5.0%	10.7% *
Emotional Support	20.9%	199	0.601	Top	24.2%	15.6%	25.4% *
Involvement of Family and Friends	15.9%	199	0.391	Low	21.3% *	9.4%	22.1% *
Continuity and Transition	17.7%	199	0.445	High	23.3% *	16.1%	28.7% *
Surgery-Specific	12.9%	68	0.349	Low	15.1%	11.7%	20.6% *
Childbirth-Specific	25.3%	33	0.474	Top	28.1%	16.4%	25.7%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

<i>Respect for Patient Preferences</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	19.0%	199	0.542	High	21.5%	10.9%	21.1%
Q12/9. Did doctors talk in front of you as if you weren't there?	16.6%	199	0.247	Low	13.5%	4.2%	14.5%
Q18/15. Did nurses talk in front of you as if you weren't there?	13.6%	199	0.307	Low	12.5%	4.9%	14.6%
Q22/19. Did you have enough say about your treatment?	30.7%	199	0.363	Med	38.5%	23.9%	36.4%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	15.1%	199	0.556	High	21.5%	5.1%	19.0%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

Coordination of Care	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	19.4%	199	0.420	High	20.7%	10.5%	20.7%
Q2/- . How organized was the care you received in the emergency room?	18.8%	96	0.423	High	20.3%	7.8%	25.3%
Q4/1 . How organized was the admission process?	20.1%	199	0.320	Med	21.6%	8.0%	21.0%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	16.1%	199	0.290	Low	17.4%	6.6%	23.0%
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	14.6%	199	0.096	Low	16.5%	1.7%	12.9%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	21.1%	199	0.372	Med	22.7%	8.5%	21.6%
Q29/26 . Were your scheduled tests and procedures performed on time?	26.1%	199	0.124	Med	25.6%	0.0%	25.3%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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Adult Inpatient Survey - Overall Comparisons

Information and Education	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	18.3%	199	0.522	High	21.7%	12.8%	22.9% *
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	29.9%	97	0.383	Med	32.7%	15.4%	38.5%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	7.0%	199	0.135	Low	8.3%	2.5%	10.4%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	18.1%	199	0.360	Low	22.3%	11.8%	23.8%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	24.1%	199	0.424	Top	28.9%	13.1%	29.4%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	20.1%	199	0.399	Med	23.9%	12.7%	24.8%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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Adult Inpatient Survey - Overall Comparisons

Physical Comfort	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	7.6%	199	0.625	High	10.4% *	5.0%	10.7% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	13.1%	199	0.464	High	16.2%	8.8%	20.3% *
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	3.0%	199	0.386	Low	3.1%	0.0%	4.1%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	3.5%	199	0.109	Low	5.9%	0.5%	4.7%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	14.6%	199	0.500	High	19.6%	9.1%	17.7%
Q37/40. Overall, how much pain medicine did you get?	4.0%	199	0.323	Low	7.1%	1.5%	6.8%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

<i>Emotional Support</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	20.9%	199	0.601	Top	24.2%	15.6%	25.4% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	18.6%	199	0.415	High	20.5%	11.1%	23.0%
Q11/8. Did you have confidence and trust in the doctors treating you?	17.6%	199	0.418	High	21.0%	6.6%	16.9%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	25.1%	199	0.350	Med	29.9%	17.0%	31.6%
Q17/14. Did you have confidence and trust in the nurses treating you?	26.6%	199	0.509	Top	29.8%	14.9%	29.3%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	28.6%	199	0.370	Med	34.0%	19.4%	33.9%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	8.5%	199	0.139	Low	9.8%	0.0%	17.6% *

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

<i>Involvement of Family and Friends</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	15.9%	199	0.391	Low	21.3% *	9.4%	22.1% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	24.1%	199	0.164	Med	27.8%	15.4%	27.7%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	6.0%	199	0.334	Low	8.5%	0.9%	9.1%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	17.6%	199	0.402	High	27.4%	12.0%	29.5% *

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4
 High Priority: score $<$ 20% and corr. \geq 0.4
 Medium Priority: score \geq 20% and corr. $<$ 0.4
 Low Priority: score $<$ 20% and corr. $<$ 0.4

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Adult Inpatient Survey - Overall Comparisons

<i>Continuity and Transition</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	17.7%	199	0.445	High	23.3% *	16.1%	28.7% *
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	13.4%	179	0.410	High	14.0%	3.7%	14.7%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	19.8%	177	0.247	Low	26.0%	17.3%	31.6% *
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	19.6%	199	0.359	Low	25.6%	15.4%	32.0% *
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	19.1%	199	0.319	Low	26.3%	13.1%	34.4% *

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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Adult Inpatient Survey - Overall Comparisons

<i>Surgery-Specific</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Surgery-Specific	12.9%	68	0.349	Low	15.1%	11.7%	20.6% *
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	5.9%	68	0.307	Low	7.1%	4.1%	12.0%
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	5.9%	68	0.307	Low	8.2%	3.8%	13.3%
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	29.4%	68	0.280	Med	31.4%	24.6%	38.4%
Q42/-. Were the results of the surgery explained in a way you could understand?	10.3%	68	0.192	Low	13.6%	8.8%	18.7%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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Adult Inpatient Survey - Overall Comparisons

Childbirth-Specific	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Childbirth-Specific	25.3%	33	0.474	Top	28.1%	16.4%	25.7%
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	9.1%	33	0.024	Low	20.9%	8.0%	15.8%
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	18.2%	33	0.518	High	22.6%	12.2%	25.8%
Q-/31. Did you have enough say about your pain control during labor and delivery?	36.4%	33	0.211	Med	28.6%	10.6%	25.8%
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	27.3%	33	0.046	Med	19.7%	5.1%	14.5%
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	48.5%	33	0.296	Med	51.3%	30.6%	46.9%
Q-/41. Did you get enough information about caring for the baby?	12.1%	33	0.598	High	25.2%	13.5%	25.3%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Overall Comparisons

<i>Overall Impression</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	2.5%	199	0.380	Low	5.0%	0.0%	6.3%
Q13/10. How would you rate the courtesy of your doctors?	6.5%	199	0.511	High	4.9%	0.8%	5.0%
Q14/11. How would you rate the availability of your doctors?	11.6%	199	0.470	High	11.2%	0.9%	11.4%
Q19/16. How would you rate the courtesy of your nurses?	6.0%	199	0.533	High	6.9%	1.3%	8.5%
Q20/17. How would you rate the availability of your nurses?	7.5%	199	0.456	High	9.8%	5.4%	14.0% *
Q50/49. How would you rate how well the doctors and nurses worked together?	7.0%	199	0.630	High	6.1%	0.0%	7.6%
Q51/50. Overall, how would you rate the care you received at the hospital?	5.5%	199	--	--	7.3%	0.8%	8.5%
Q52/51. Would you recommend this hospital to your friends and family?	29.1%	199	0.534	Top	36.1%	5.0%	26.1%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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Adult Inpatient Survey - Medicine Comparisons

<i>Dimensions</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	18.6%	97	0.630	High	20.6%	14.5%	23.9% *
Respect for Patient Preferences	23.5%	97	0.546	Top	21.1%	12.7%	22.7%
Coordination of Care	19.9%	97	0.429	High	20.8%	14.0%	25.2% *
Information and Education	20.9%	97	0.525	Top	24.3%	14.7%	28.3% *
Physical Comfort	7.0%	97	0.685	High	8.9%	4.7%	10.1% *
Emotional Support	22.7%	97	0.603	Top	24.3%	15.2%	28.3% *
Involvement of Family and Friends	15.8%	97	0.329	Low	20.2%	11.4%	22.3% *
Continuity and Transition	20.5%	97	0.432	Top	24.3%	17.2%	30.3% *

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

<i>Respect for Patient Preferences</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	23.5%	97	0.546	Top	21.1%	12.7%	22.7%
Q12/9. Did doctors talk in front of you as if you weren't there?	22.7%	97	0.282	Med	16.2%	4.3%	16.1%
Q18/15. Did nurses talk in front of you as if you weren't there?	14.4%	97	0.318	Low	11.0%	4.6%	14.6%
Q22/19. Did you have enough say about your treatment?	41.2%	97	0.313	Med	41.5%	27.5%	41.9%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	15.5%	97	0.627	High	15.9%	6.6%	18.2%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

Coordination of Care	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	19.9%	97	0.429	High	20.8%	14.0%	25.2% *
Q2/- . How organized was the care you received in the emergency room?	14.7%	75	0.496	High	19.4%	7.8%	26.0% *
Q4/1 . How organized was the admission process?	17.5%	97	0.309	Low	19.7%	10.3%	24.8%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	21.6%	97	0.259	Med	23.2%	12.3%	35.5% *
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	18.6%	97	0.113	Low	17.5%	1.3%	14.6%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	20.6%	97	0.468	Top	18.2%	9.8%	21.6%
Q29/26 . Were your scheduled tests and procedures performed on time?	25.8%	97	0.132	Med	27.1%	16.7%	30.6%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

Information and Education	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	20.9%	97	0.525	Top	24.3%	14.7%	28.3% *
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	26.3%	76	0.400	Med	32.6%	26.5%	40.8% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	11.3%	97	0.032	Low	12.3%	5.2%	15.9%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	19.6%	97	0.356	Low	24.9%	13.0%	29.3%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	24.7%	97	0.393	Med	26.4%	9.1%	30.3%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	24.7%	97	0.480	Top	27.9%	14.5%	31.1%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

Physical Comfort	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	7.0%	97	0.685	High	8.9%	4.7%	10.1% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	10.3%	97	0.496	High	13.4%	9.8%	19.7% *
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	2.1%	97	0.357	Low	2.8%	0.0%	4.0%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	3.1%	97	-0.021	Low	5.3%	0.0%	4.9%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	13.4%	97	0.543	High	17.1%	5.5%	16.0%
Q37/40. Overall, how much pain medicine did you get?	6.2%	97	0.321	Low	5.9%	0.7%	5.9%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

<i>Emotional Support</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	22.7%	97	0.603	Top	24.3%	15.2%	28.3% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	23.7%	97	0.440	Top	23.7%	8.0%	28.2%
Q11/8. Did you have confidence and trust in the doctors treating you?	22.7%	97	0.398	Med	22.0%	5.2%	21.7%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	25.8%	97	0.348	Med	29.7%	19.5%	34.7%
Q17/14. Did you have confidence and trust in the nurses treating you?	22.7%	97	0.557	Top	25.2%	13.0%	28.1%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	32.0%	97	0.373	Med	33.3%	16.9%	37.2%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	9.3%	97	0.124	Low	11.8%	3.9%	19.7% *

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

<i>Involvement of Family and Friends</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	15.8%	97	0.329	Low	20.2%	11.4%	22.3% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	23.7%	97	0.082	Med	27.0%	16.3%	29.8%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	7.2%	97	0.270	Low	10.2%	3.4%	11.1%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	16.5%	97	0.413	High	23.3%	11.8%	26.2%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

<i>Continuity and Transition</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	20.5%	97	0.432	Top	24.3%	17.2%	30.3% *
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	14.8%	88	0.422	High	13.8%	7.1%	15.4%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	23.0%	87	0.186	Med	24.6%	15.2%	32.1%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	23.7%	97	0.415	Top	28.1%	16.9%	34.4%
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	23.7%	97	0.260	Med	29.3%	20.9%	37.3% *

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Medicine Comparisons

<i>Overall Impression</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	3.1%	97	0.250	Low	4.1%	0.0%	7.8%
Q13/10. How would you rate the courtesy of your doctors?	11.3%	97	0.496	High	5.5%	0.0%	6.4%
Q14/11. How would you rate the availability of your doctors?	15.5%	97	0.460	High	12.4%	2.7%	14.6%
Q19/16. How would you rate the courtesy of your nurses?	7.2%	97	0.560	High	5.2%	0.0%	8.3%
Q20/17. How would you rate the availability of your nurses?	6.2%	97	0.516	High	8.6%	3.5%	14.6% *
Q50/49. How would you rate how well the doctors and nurses worked together?	8.2%	97	0.637	High	5.9%	0.0%	8.8%
Q51/50. Overall, how would you rate the care you received at the hospital?	8.2%	97	--	--	6.8%	1.1%	9.4%
Q52/51. Would you recommend this hospital to your friends and family?	23.7%	97	0.615	Top	29.4%	10.4%	26.8%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

<i>Dimensions</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	13.3%	69	0.682	High	15.6%	11.8%	19.5% *
Respect for Patient Preferences	13.0%	69	0.597	High	16.5%	9.2%	19.0% *
Coordination of Care	14.2%	69	0.447	High	14.9%	8.6%	17.2%
Information and Education	14.1%	69	0.497	High	16.1%	11.5%	20.4% *
Physical Comfort	8.1%	69	0.547	High	9.6%	4.0%	10.9%
Emotional Support	16.4%	69	0.554	High	19.2%	12.8%	23.5% *
Involvement of Family and Friends	15.0%	69	0.437	High	15.3%	8.7%	19.0%
Continuity and Transition	12.3%	69	0.470	High	17.6%	15.2%	25.4% *
Surgery-Specific	12.9%	68	0.349	Low	15.1%	11.7%	20.6% *

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

<i>Respect for Patient Preferences</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	13.0%	69	0.597	High	16.5%	9.2%	19.0% *
Q12/9. Did doctors talk in front of you as if you weren't there?	8.7%	69	0.242	Low	9.4%	1.2%	11.4%
Q18/15. Did nurses talk in front of you as if you weren't there?	11.6%	69	0.444	High	11.1%	3.2%	13.0%
Q22/19. Did you have enough say about your treatment?	20.3%	69	0.475	Top	29.4%	17.8%	33.7% *
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	11.6%	69	0.444	High	16.3%	5.7%	17.8%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Coordination of Care	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	14.2%	69	0.447	High	14.9%	8.6%	17.2%
Q2/- . How organized was the care you received in the emergency room?	33.3%	21	0.335	Med	17.4%	20.8%	24.8%
Q4/1 . How organized was the admission process?	18.8%	69	0.468	High	18.0%	5.9%	17.9%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	7.2%	69	0.306	Low	11.1%	5.6%	18.5% *
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	5.8%	69	-0.109	Low	7.9%	0.7%	9.4%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	10.1%	69	0.252	Low	14.7%	3.7%	17.0%
Q29/26 . Were your scheduled tests and procedures performed on time?	24.6%	69	0.186	Med	21.6%	9.7%	23.2%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Information and Education	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	14.1%	69	0.497	High	16.1%	11.5%	20.4% *
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	42.9%	21	0.411	Top	26.5%	27.3%	33.9%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	1.4%	69	0.230	Low	5.1%	1.8%	9.2% *
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	11.6%	69	0.324	Low	14.3%	6.5%	20.2%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	21.7%	69	0.483	Top	24.5%	13.0%	28.5%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	14.5%	69	0.286	Low	16.9%	7.8%	21.5%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

Physical Comfort	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	8.1%	69	0.547	High	9.6%	4.0%	10.9%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	15.9%	69	0.402	High	16.5%	7.8%	21.7%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	2.9%	69	0.442	High	3.7%	0.0%	4.3%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	2.9%	69	0.097	Low	4.8%	0.0%	3.8%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	15.9%	69	0.402	High	17.3%	4.1%	17.7%
Q37/40. Overall, how much pain medicine did you get?	2.9%	69	0.442	High	5.8%	0.0%	7.0%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

<i>Emotional Support</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	16.4%	69	0.554	High	19.2%	12.8%	23.5% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	11.6%	69	0.384	Low	13.0%	8.0%	19.3%
Q11/8. Did you have confidence and trust in the doctors treating you?	4.3%	69	0.309	Low	12.0%	2.9%	12.2%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	20.3%	69	0.331	Med	26.3%	13.9%	30.9%
Q17/14. Did you have confidence and trust in the nurses treating you?	26.1%	69	0.509	Top	28.3%	13.2%	29.8%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	24.6%	69	0.276	Med	27.7%	13.3%	31.8%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	11.6%	69	0.263	Low	7.8%	3.8%	16.9%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score >= 20% and corr. >= 0.4 High Priority: score < 20% and corr. >= 0.4 Medium Priority: score >= 20% and corr. < 0.4 Low Priority: score < 20% and corr. < 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

<i>Involvement of Family and Friends</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	15.0%	69	0.437	High	15.3%	8.7%	19.0%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	24.6%	69	0.276	Med	20.8%	10.7%	24.4%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	4.3%	69	0.404	High	5.3%	1.1%	7.9%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	15.9%	69	0.350	Low	19.6%	12.5%	24.8%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4
 High Priority: score $<$ 20% and corr. \geq 0.4
 Medium Priority: score \geq 20% and corr. $<$ 0.4
 Low Priority: score $<$ 20% and corr. $<$ 0.4

89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

<i>Continuity and Transition</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	12.3%	69	0.470	High	17.6%	15.2%	25.4% *
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	11.8%	68	0.388	Low	10.3%	4.0%	13.2%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	13.2%	68	0.394	Low	21.8%	16.9%	29.3% *
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	14.5%	69	0.231	Low	18.6%	15.7%	28.0% *
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	10.1%	69	0.380	Low	18.9%	16.7%	30.0% *

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

<i>Surgery-Specific</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Surgery-Specific	12.9%	68	0.349	Low	15.1%	11.7%	20.6% *
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	5.9%	68	0.307	Low	7.1%	4.1%	12.0%
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	5.9%	68	0.307	Low	8.2%	3.8%	13.3%
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	29.4%	68	0.280	Med	31.4%	24.6%	38.4%
Q42/-. Were the results of the surgery explained in a way you could understand?	10.3%	68	0.192	Low	13.6%	8.8%	18.7%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Surgery Comparisons

<i>Overall Impression</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	1.4%	69	0.553	High	2.8%	0.0%	5.0%
Q13/10. How would you rate the courtesy of your doctors?	1.4%	69	0.553	High	1.6%	0.0%	3.6%
Q14/11. How would you rate the availability of your doctors?	4.3%	69	0.404	High	6.4%	0.0%	9.6%
Q19/16. How would you rate the courtesy of your nurses?	2.9%	69	0.558	High	5.7%	1.0%	8.8%
Q20/17. How would you rate the availability of your nurses?	8.7%	69	0.310	Low	9.9%	4.3%	15.0%
Q50/49. How would you rate how well the doctors and nurses worked together?	2.9%	69	0.558	High	4.1%	0.0%	7.2%
Q51/50. Overall, how would you rate the care you received at the hospital?	1.4%	69	--	--	4.9%	1.1%	8.6% *
Q52/51. Would you recommend this hospital to your friends and family?	30.4%	69	0.497	Top	26.7%	5.9%	25.8%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

<i>Dimensions</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	20.5%	33	0.785	Top	25.6%	13.2%	22.7%
Respect for Patient Preferences	18.2%	33	0.418	High	26.5%	9.4%	22.1%
Coordination of Care	29.1%	33	0.249	Med	26.9%	9.6%	20.2% *
Information and Education	19.7%	33	0.544	High	23.9%	8.5%	19.4%
Physical Comfort	8.5%	33	0.789	High	13.1%	3.5%	11.2%
Emotional Support	24.7%	33	0.660	Top	28.3%	12.7%	24.6%
Involvement of Family and Friends	18.2%	33	0.575	High	29.6% *	19.5%	26.7%
Continuity and Transition	20.5%	33	0.436	Top	28.1%	20.3%	31.1%
Childbirth-Specific	25.3%	33	0.474	Top	28.1%	16.4%	25.7%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

<i>Respect for Patient Preferences</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	18.2%	33	0.418	High	26.5%	9.4%	22.1%
Q12/9. Did doctors talk in front of you as if you weren't there?	15.2%	33	0.031	Low	15.4%	6.1%	16.2%
Q18/15. Did nurses talk in front of you as if you weren't there?	15.2%	33	0.031	Low	15.2%	4.7%	16.3%
Q22/19. Did you have enough say about your treatment?	21.2%	33	0.403	Top	42.6%	15.5%	32.8%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	21.2%	33	0.494	Top	33.0%	7.8%	22.8%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

Coordination of Care	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	29.1%	33	0.249	Med	26.9%	9.6%	20.2% *
Q4/1. How organized was the admission process?	30.3%	33	0.130	Med	27.2%	1.2%	21.0%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	18.2%	33	0.325	Low	16.1%	0.0%	12.9%
Q8/5. Was there one particular doctor in charge of your care in the hospital?	21.2%	33	0.130	Med	26.8%	5.3%	16.4%
Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	45.5%	33	0.143	Med	36.1%	8.0%	28.7%
Q29/26. Were your scheduled tests and procedures performed on time?	30.3%	33	-0.032	Med	28.6%	7.1%	21.8%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

Information and Education	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	19.7%	33	0.544	High	23.9%	8.5%	19.4%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	6.1%	33	0.487	High	6.7%	0.0%	5.0%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	27.3%	33	0.380	Med	27.3%	10.0%	22.2%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	27.3%	33	0.463	Top	35.3%	7.1%	30.0%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	18.2%	33	0.228	Low	26.2%	8.1%	20.4%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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Adult Inpatient Survey - Childbirth Comparisons

Physical Comfort	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	8.5%	33	0.789	High	13.1%	3.5%	11.2%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	15.2%	33	0.654	High	19.9%	7.3%	18.3%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	6.1%	33	0.487	High	3.2%	0.0%	3.7%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	6.1%	33	0.487	High	7.7%	0.0%	5.5%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	15.2%	33	0.654	High	24.7%	5.9%	20.5%
Q37/40. Overall, how much pain medicine did you get?	0.0%	33		Low	9.7%	1.4%	7.9%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

<i>Emotional Support</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	24.7%	33	0.660	Top	28.3%	12.7%	24.6%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	18.2%	33	0.325	Low	23.5%	11.5%	21.7%
Q11/8. Did you have confidence and trust in the doctors treating you?	30.3%	33	0.535	Top	28.9%	5.3%	18.5%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	33.3%	33	0.368	Med	32.6%	10.6%	28.3%
Q17/14. Did you have confidence and trust in the nurses treating you?	39.4%	33	0.441	Top	36.6%	10.6%	31.2%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	27.3%	33	0.547	Top	40.0%	16.6%	32.9%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	0.0%	33		Low	8.4%	3.4%	14.6% *

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

<i>Involvement of Family and Friends</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	18.2%	33	0.575	High	29.6% *	19.5%	26.7%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	24.2%	33	0.303	Med	35.5%	16.3%	29.9%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	6.1%	33	0.487	High	9.6%	0.9%	8.8%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	24.2%	33	0.476	Top	43.7%	30.3%	41.0%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

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 High Priority: score $<$ 20% and corr. \geq 0.4
 Medium Priority: score \geq 20% and corr. $<$ 0.4
 Low Priority: score $<$ 20% and corr. $<$ 0.4

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Adult Inpatient Survey - Childbirth Comparisons

<i>Continuity and Transition</i>	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	20.5%	33	0.436	Top	28.1%	20.3%	31.1%
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	13.0%	23	0.455	High	18.9%	6.4%	15.8%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	27.3%	22	0.120	Med	32.3%	23.4%	33.2%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	18.2%	33	0.325	Low	29.5%	16.0%	34.4%
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	24.2%	33	0.389	Med	31.0%	12.7%	36.0%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

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 High Priority: score $<$ 20% and corr. \geq 0.4
 Medium Priority: score \geq 20% and corr. $<$ 0.4
 Low Priority: score $<$ 20% and corr. $<$ 0.4

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Adult Inpatient Survey - Childbirth Comparisons

Childbirth-Specific	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Childbirth-Specific	25.3%	33	0.474	Top	28.1%	16.4%	25.7%
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	9.1%	33	0.024	Low	20.9%	8.0%	15.9%
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	18.2%	33	0.518	High	22.6%	12.2%	25.9%
Q-/31. Did you have enough say about your pain control during labor and delivery?	36.4%	33	0.211	Med	28.6%	10.6%	25.9%
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	27.3%	33	0.046	Med	19.7%	5.1%	14.5%
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	48.5%	33	0.296	Med	51.3%	30.6%	47.0%
Q-/41. Did you get enough information about caring for the baby?	12.1%	33	0.598	High	25.2%	13.5%	25.3%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

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89th Medical Group - Andrews Air Force Base Malcolm Grow USAF

Adult Inpatient Survey - Childbirth Comparisons

Overall Impression	MGMC PROBLEM SCORE	MGMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	3.0%	33	0.664	High	7.8%	0.0%	6.5%
Q13/10. How would you rate the courtesy of your doctors?	3.0%	33	0.664	High	7.2%	0.0%	5.2%
Q14/11. How would you rate the availability of your doctors?	15.2%	33	0.550	High	14.5%	1.9%	10.3%
Q19/16. How would you rate the courtesy of your nurses?	9.1%	33	0.412	High	10.0%	1.1%	8.5%
Q20/17. How would you rate the availability of your nurses?	9.1%	33	0.671	High	12.1%	2.2%	11.5%
Q50/49. How would you rate how well the doctors and nurses worked together?	12.1%	33	0.712	High	8.7%	0.0%	7.2%
Q51/50. Overall, how would you rate the care you received at the hospital?	6.1%	33	--	--	10.8%	0.0%	7.2%
Q52/51. Would you recommend this hospital to your friends and family?	42.4%	33	0.440	Top	51.8%	5.9%	27.3%

* Significantly different from MGMC problem score

Patients discharged: July 2001 - September 2001

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